

# The Boston Globe

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## Online sales boom can be bust for shops, shoppers

Brick-and-mortar retailers miss out; consumers are quick to rely on credit

By Thomas Lee  
GLOBE STAFF

Consumers were supposed to return to physical stores this holiday shopping season after years of sitting it out because of the pandemic. Ron Landry didn't get the message.

The Burlington resident bought his gifts exclusively on the internet on Black Friday. Landry had no plans to visit a store — “unless I find a great deal at the mall,” he said.

As consumers rush to finish their shopping ahead of Christmas, data show that consumers are still flocking online, dashing major retail chains' hopes that shoppers would resume buying most of their gifts at physical locations.

Chains make less money through e-commerce versus brick-and-mortar stores because of the cost of picking the goods

from a warehouse or store and shipping them to the consumer.

These trends also have big implications for consumers. There is a strong link between e-commerce and credit card debt, which has hit record levels with no signs of slowing down.

Retailers' websites make it easy to instantly purchase merchandise, and consumers are often tempted to impulsively buy things online with money they don't have, research shows. In stores, however, consumers can give more thought to whether they want to hand over their cash or cards.

Since the pandemic started to ease in 2022, brick-and-mortar retailers have struggled with drawing people back to stores. Analysts and retailers had expected holiday store traffic and sales to improve this year, espe-

RETAIL, Page A10



JOHN TLUMACKI/GLOBE STAFF

Travelers lined up to enter the security checkpoint in Terminal A at Logan Airport this month.

## As holiday travelers take to the skies, unrest roils airline industry

By Katie Johnston  
GLOBE STAFF

Record numbers of airline passengers are expected over the holidays, all but guaranteeing long security lines, crowded waiting areas, and jam-packed planes. And if that's not enough to take the “glad” out of “glad tidings,” travelers will find themselves at the epicenter of numerous labor disputes.

From flight attendants to air traffic controllers to cabin cleaners, workers around Logan Airport are fighting with employers over their working conditions and pay, a microcosm of the labor issues roiling the economy nationwide. Even Lyft and Uber drivers dropping off passengers at the curb are embroiled in debates over workers' rights.

LABOR, Page A10



PHOTOS BY JOHN TLUMACKI/GLOBE STAFF



## ON THE HOLIDAY TRACK

Clockwise from top, a steam locomotive pulled a train full of visitors through a landscape transformed by 250,000 twinkling lights at the Edaville Family Theme Park in Carver. Coal was shoveled into the engine's firebox. Four-year-old Connor Bruce of New Bedford was framed by a reflection as he kept watch out the train window. **B2.**

## Many Trump fans trust nothing — except him

At rallies in Iowa and New Hampshire, a firm belief he's the one ‘speaking the truth’

By Jess Bidgood  
and Niki Griswold

GLOBE STAFF

CORALVILLE, Iowa — Joannie Firkins, 63, does not trust the COVID vaccine. She does not trust

the Internal Revenue Service. She does not trust the results of the 2020 election and she certainly does not trust President Biden.

The one entity the Iowa City hair salon owner does trust, however, is

former president Donald Trump.

“I believe Trump is appointed by God — appointed-slash-anointed, however you want to say it,” said Firkins, as she stood outside a hotel ballroom last week, a couple of hours before Trump was set to speak. “He's the only one that's speaking the truth.”

If Trump dominates the Iowa

caucuses and the New Hampshire primary in January, as the polls suggest he will, it will be in part because of voters such as Firkins — a true believer who supported him in 2016, when he first ran for president and whose devotion has only deepened in the ensuing years of critical headlines, criminal indictments, and oth-

TRUMP, Page A7

## UN calls for more aid but not cease-fire

US abstains from vote on resolution clearing way for more shipments to Gaza

By Farnaz Fassihi and Michael Levenson  
NEW YORK TIMES

The UN Security Council on Friday adopted a resolution that would allow more aid to reach desperate civilians in the Gaza Strip, ending nearly a week of intense diplomatic wrangling intended to prevent the United States from blocking the measure. But the resolution stopped short of past attempts to impose a cease-fire.

The vote was 13-0, with the United States and Russia abstaining.

The resolution was adopted after diplomats repeatedly delayed the vote this week and reworked the measure in heated negotiations aimed at winning support from the United States, which previously vetoed two resolutions that called for a cease-fire in the war between Israel and Hamas.

The measure did not impose a legally binding cease-fire and instead called for “urgent and extended humanitarian pauses and corridors throughout the Gaza Strip for a sufficient number of days to enable full, rapid, safe and unhindered humanitarian access.”

It also dropped from earlier drafts demands for the “urgent suspension of hostilities,” replacing them with more watered-down language that recommended creating “the conditions for a sustainable cessation of hostilities.”

“We know this is not a perfect text,” Lana Zaki  
GAZA, Page A5

## Recordings detail officers' concerns about Card

Knew he had guns and were wary of sparking violence

By Nick Stoico  
GLOBE STAFF

Law enforcement officers in Maine were aware that Robert Card had access to guns and posed a potential threat but were concerned that approaching him at home would trigger a violent reaction, according to newly released recordings taken just weeks before Card carried out a mass shooting in Lewiston.

In one video, first obtained by the Portland Press Herald, a discussion between Sagadahoc County Sheriff's Sergeant Aaron Skolfield and Army Reserve Captain Jeremy Reamer illustrates the fear law enforcement felt about confronting Card, as Skolfield suggested that attempting to seize Card's guns under Maine's “yellow flag” law could lead to an escalation.

“We don't wanna throw a stick of dynamite into a pool of gas either and make things worse,” Skolfield said in the call.

The law enforcement checks were initially set  
LEWISTON, Page A6

**Boston biotech Karuna Therapeutics has struck a deal to be acquired** by drug giant Bristol Myers Squibb in a \$14 billion transaction. **D1.**



It's a wrap

**Saturday:** Sun early. High: 40-45. Low: 34-39.

**Sunday:** Mostly cloudy. High: 43-48. Low: 38-43.

Sunrise: 7:11 Sunset: 4:15

Comics and Weather, **D4-5.**

Obituaries, **C10.**

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\* Suggested retail price

\$3.50

**The FDA said that it had seized thousands of units** of counterfeit Ozempic. **A2.**

