

SAN JOSE INTERNATIONAL AIRPORT



May 12, 2017

Ms. Michelle Peacock
Vice President and Head of Government relations
Turo
667 Mission Street, 4th floor
San Francisco, CA 94105

Re: **CEASE AND DESIST OPERATIONS AT SAN JOSE MINETA
INTERNATIONAL AIRPORT**

This letter serves as a demand that Turo, Inc., RelayRides, Inc., its officers, agents, employees, contractors, and any affiliated company or individual (collectively, TURO) *immediately cease and desist* from operations at the Norman Y. Mineta, San Jose International Airport (Airport).

San José Municipal Code Section 25.08.010 states that, "only commercial activities authorized in accordance with the provisions of this title shall be permitted at the airport." [SJMC §25.08.010(a).] Authorization is required to conduct "any commercial activity or otherwise transact business" on the airport. [SJMC § 25.08.010(b).]

As of the date of this letter, TURO advertises, "Curbside delivery, never wait at the rental counter again --- 200+ cars available at Mineta San Jose International Airport." By conducting commercial activity at the Airport without the appropriate permits, not only does TURO put those who receive permits at a competitive disadvantage, but it also deprives the Airport of fees and charges. On May 4, 2017, TURO's website advertised vehicles available at the Airport with daily rental car values ranging from \$26/day to \$424/day. Even assuming rentals for one day, which is unlikely, the Airport's lost revenue is significant. Moreover, without the appropriate permits, the Airport's ability to ensure operations are conducted in a manner to protect the public health, safety, and welfare is diminished. TURO is circumventing the Airport's important regulatory control.

These provisions of the San Jose Municipal Code can be enforced civilly, administratively, and criminally. (SJMC §1.08.010, *et seq.*) *TURO must immediately cease and desist all operations at the Airport.* The Airport will enforce provisions of the San Jose Municipal Code to the fullest extent necessary to obtain compliance.

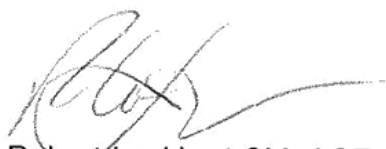
In addition, TURO is directed to contact the Airport immediately upon receipt of this letter to discuss means and methods to ensure TURO's compliance with the San Jose

Municipal Code if it intends to conduct future operations at the Airport. Contact can be made with the following:

Scott Riddle
Senior Property Manager
Office: (408) 392-3681
E-mail: sriddle@sjc.org
Mineta San Jose International Airport
1701 Airport Blvd., Suite B-1130
San Jose, CA 95110

Bob Swensen
Landside Operations Manager
Office: (408) 392-3514
E-mail: rswensen@sjc.org
Mineta San Jose International Airport
1701 Airport Blvd., Suite B-1130
San Jose, CA 95110

We look forward to your response and action to become compliant.

A handwritten signature in black ink, appearing to read 'R. Lockhart', with a long horizontal flourish extending to the right.

Robert Lockhart CM, ACE
Deputy Director, Operations
Mineta San Jose International Airport