



Testimony of
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Turo Inc.

COMMENTS on SCR33, SD1
April 13, 2023

Aloha e Chair Todd, Vice Chair Kila, and other Members of the Committee,

On behalf of Turo, I respectfully offer the following comments on SCR33, SD1, which urges the counties to implement and enforce regulations that ensure car sharing services and operations do not negatively impact the traffic, parking and character of residential neighborhoods.

As you are aware, peer-to-peer car sharing is an industry in which local personal vehicle owners (“hosts”) share their vehicle with someone looking for a car for temporary use (“guests”) via a platform like Turo. Local families are able to earn extra income by sharing an asset that may otherwise sit idle and guests enjoy the unique selection and experience offered by sharing the vehicle of an individual owner. We encourage Turo hosts to be good neighbors by, among other things, being mindful of parking and other restrictions in their neighborhood.

If Turo is informed of a parking violation involving a host’s vehicle, we’ll notify the host and request more information. We’ll also ask the party making the complaint to provide us with sufficient information to determine if the vehicle(s) at issue are listed on Turo. Once we notify the host, they have five business days to submit evidence of corrective action. If, after five business days, Turo receives additional visible notices of violations, we may restrict the host vehicle(s) and/or put a hold on their account. After three verified violations of this policy, Turo reserves the right to restrict a vehicle and/or apply an account hold.

I want to continue to emphasize that we are taking a proactive approach by reaching out and connecting with hosts to resolve situations directly. Parking issues can be reported via the following link: <https://help.turo.com/report-a-host-parking-issue-B1656DKpj>

We appreciate the opportunity to provide testimony to the committee on our policies.