

Juneau International Airport

1873 Shell Simmons Drive, Suite 200 • Juneau, Alaska 99801 • (907) 789-7821 • FAX: (907) 789-1227

May 27, 2009

National/Alamo Rent A Car
2180 Fritz Cove Rd.
Juneau, AK 99801

To Whom it May Concern:

Some of you have asked if the Passenger Terminal Remodel will mean the relative location of the rental car spaces will change. I do not intend to change any location relationships; we are essentially moving the rental car operations from the north wall to the east wall. The area will be completely new construction, but there will still be four spaces lined up as they are now. Some operators favor the outside areas. However, there are only two outer locations and two inner locations. We intend to make as few changes to the relationship between the businesses as possible.

If, however, all four current operators can agree on changes to the manner locations are selected, we're open to your ideas and suggestions.

I know the renovation has created challenges for all of you. Once the work is completed, you will have a new area, with better light and space and I think you'll all see improvements to the operations. I appreciate your patience and help as the construction moves ahead.

Sincerely,

David R. Palmer
Airport Manager



We try harder[®]

Alaska Rent A Car, Inc.

Avis System Licensee
P.O. Box 190028
Anchorage, Alaska 99519-0028

Tel: (907) 243-4300
Fax: (907) 249-8247
E-mail: avis@avisalaska.com

June 5, 2009

Mr. David Palmer
Juneau International Airport
1873 Shell Simmons Drive, Suite 200
Juneau, Alaska 99801

E-mailed and sent via regular mail

Dear Mr. Palmer:

Thank you for your letter of May 27, 2009 outlining your position on how car rental counter space will be allocated in the newly remodeled Juneau International Airport.

We are somewhat perplexed about your proposed method of allocating new counter space. According to your letter, "Some operators favor outside areas." The admission that companies are already jockeying for their preferred counter location proves that a open and transparent method of space allocation needs to be adopted before the new rental counters are assigned.

In the numerous counter re-allocations we have been involved with at various major Alaska airports like Juneau, counter selection has always been based on either market share or the minimum annual guarantee that is agreed to by the car rental company. This is the fairest way to assign counter space, as it rewards the highest revenue producers for the airport by allowing them their preferred location.

Your offer to entertain suggestions from car rental companies if all can agree on the manner in which counter spaces are selected is an unworkable idea and represents an abdication of the airport's role as the lessor to establish a fair and equitable method in which to allocate space. Especially considering you've acknowledged that some companies are already laying claims to a limited number of exclusive outside counter positions.

Again, this situation begs for the adoption of a transparent and commonly used method of counter space allocation, which as it relates to the Juneau Airport, is the percentage of market share method. Since market share is calculated on the ten percent of revenue paid to the airport and those figures are readily available through the City and Borough of Juneau, the entire process is open and transparent to all involved.

Like you, we are anxious to move forward with certainty. Therefore having the issue of how counter space allocation will be determined is imperative so we can begin the process of designing necessary signage and planning counter layout.

Also, I would ask that all further communication regarding this situation be addressed to directly to me to provide a timely response.

Thank you for your consideration as we move forward together.

Sincerely,



Gary Zimmerman
General Manager

Cc: Rod Swope, City Manager
Patricia deLaBruce, Deputy Airport Manager
John Coleman, Airport Business



Juneau International Airport
1873 Shell Simmons Drive, Suite 200
Juneau, AK 99801

June 5, 2008

Dear Acting Manager,

I have been informed by the Manager of Alamo/National that you wish to have the rental operators approve the drawings that he has forwarded by email. In order to approve any design, details of that design must be submitted. I do appreciate the three dimensional drawing.

According to Mr. Palmer's letter dated May 27, 2009 the location of each operator has not been defined. I request a meeting of all operators to discuss the placement of our operation in the new constructed area.

Please direct all future correspondence directly to me. I can be reached by phone 790-1086 or email budgetjuneau@gci.net.

Truly,

A handwritten signature in cursive script that reads "Tonnie Barlow".

Tonnie Barlow
Juneau Manager



Juneau International Airport

1873 Shell Simmons Drive, Suite 200 • Juneau, Alaska 99801 • (907) 789-7821 • FAX: (907) 789-1227
Suite 200

December 16, 2009

Rainforest LLC (3 pages by fax 907-789-9062)
d/b/a Alamo-National Car Rental
Attn: Karla Allwine, Managing Member
2180 Fritz Cove Road
Juneau, AK 99801

Dear: Ms. Allwine

Re: New Counter/Office Space

In an earlier letter from this office, it was the stated intent of the Airport to assign the new car rental counters on a "no change" basis if there was no objection from the rental car companies; i.e. There would be no change in the relative positions of the four companies when the counters are relocated at completion of the terminal renovation.

This approach has not met with unanimous approval, and so we have chosen a more "industry-accepted" approach: prioritizing by Gross Revenues. Based on gross revenues (attached) from the most recent completed CBJ fiscal year, the choice of new locations will be made in this order: Avis, Budget, National, Hertz. The move-in date is January 13, 2010.

Objections to this method of assigning the counters must be received in writing at the Juneau International Airport Manager's Office by Close of Business, December 18, 2009. If objections are received by the deadline, a bid system will be established to assign the counter locations.

Here are the new rentable areas (a 5' queuing zone is now included in front of the counter), and rates for the new locations (see attached diagram):

Suite 117A—162sqft @ \$3.00/sqft/mo = \$486.00/mo
Suite 117B—179sqft @ \$2.50/sqft/mo = \$447.50/mo
Suite 117C—170sqft @ \$2.50/sqft/mo = \$425.00/mo
Suite 117D—170sqft @ \$3.00/sqft/mo = \$510.00/mo

I will contact each company by close of business December 22, 2009, and provide a request form. I intend to assign the new locations by close of business December 24, 2009, based on the request forms I receive from each company.

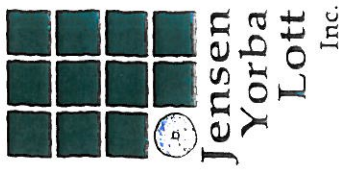
Sincerely,

John Coleman
Airport Administrative Officer

Attachments: FY09 Gross Revenues
Diagram of Counter Locations

Copy: file

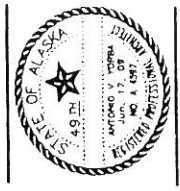
TO IDENTIFY COUNTER LOCATIONS — NOT FOR PLANNING USING THESE DIMENSIONS



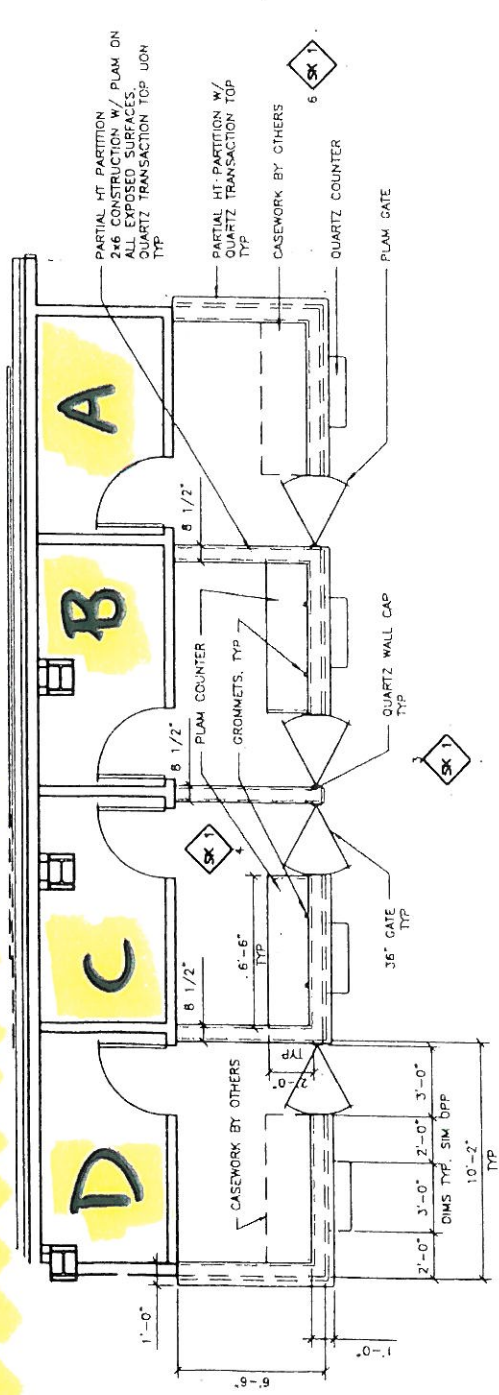
Jensen
Yorba
Lott
Inc.



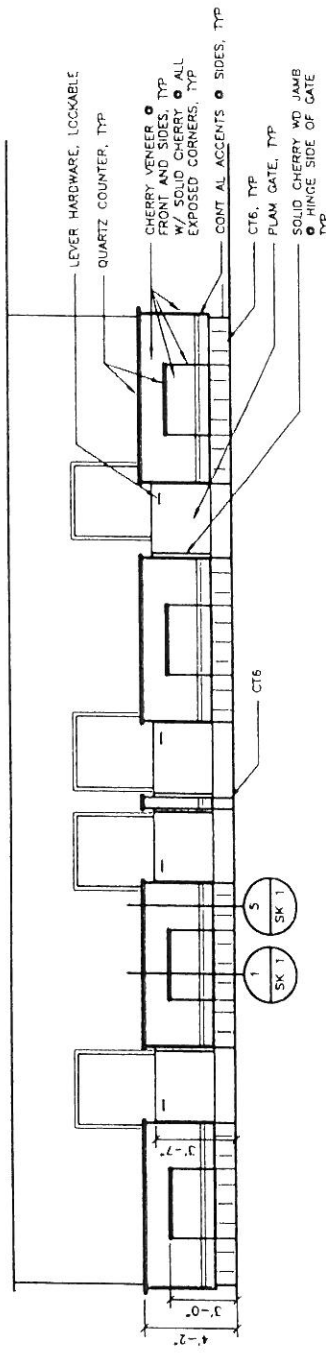
ANU AIRPORT
CONSTRUCTION &
ALASKA CAPITAL CITY



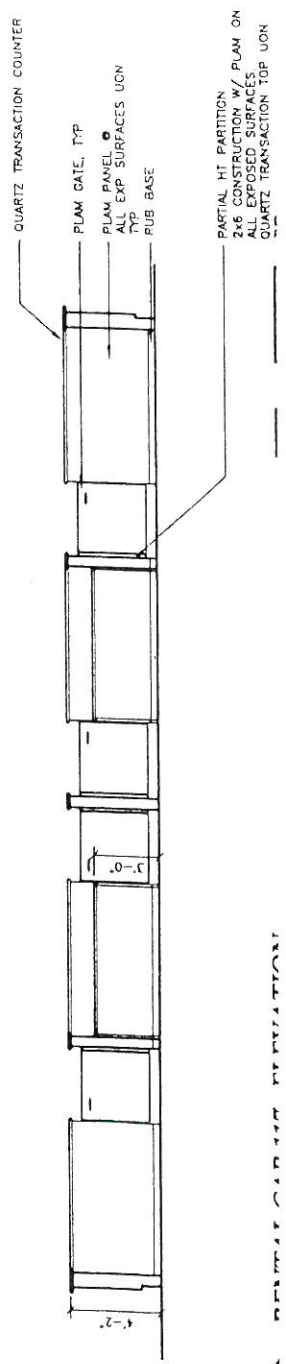
City & Borough of Juneau
Terminal Renovation
CBJ Contract No. E09-021
Juneau, Alaska



2 ENLARGED RENTAL CAR ROOM 117 PLAN
1-A403 - REVISED



3 RENTAL CAR 117 - ELEVATION
1-A505 REVISED



PARTIAL HT PARTITION
2x6 CONSTRUCTION W/ PLAM ON
ALL EXPOSED SURFACES.
QUARTZ TRANSACTION TOP UON

RENTAL CAR 117 RENOVATION

JUNEAU INTERNATIONAL AIRPORT

RENTAL CAR MARKET SHARE REPORT

FY09

	AVIS Gross Revenues	BUDGET Gross Revenues	HERTZ Gross Revenues	NATIONAL Gross Revenues
Jul-08	\$168,001.94	\$109,816.14	\$143,126.04	\$111,457.28
Aug-08	\$153,817.70	\$112,416.78	\$114,235.95	\$112,500.33
Sep-08	\$89,466.09	\$59,480.23	\$74,843.69	\$87,743.01
Oct-08	\$57,410.56	\$58,676.12	\$50,675.70	\$46,966.59
Nov-08	\$54,445.78	\$49,415.78	\$44,670.79	\$54,807.71
Dec-08	\$40,170.60	\$57,003.71	\$37,034.26	\$45,189.27
Jan-09	\$31,783.11	\$49,805.77	\$32,601.77	\$41,555.38
Feb-09	\$50,929.90	\$64,654.61	\$45,312.13	\$55,719.64
Mar-09	\$55,613.28	\$76,316.38	\$45,829.40	\$63,981.30
Apr-09	\$52,467.64	\$65,377.21	\$38,951.69	\$51,841.83
May-09	\$61,191.50	\$84,021.51	\$43,031.80	\$66,532.54
Jun-09	\$89,265.06	\$104,535.74	\$61,428.30	\$111,536.91
TOTAL	\$904,563.16	\$891,519.98	\$731,741.52	\$849,831.79

FY09

Marketshare

26.78%

26.39%

21.66%

25.16%

Rainforest LLC.
Dba National/Alamo of Juneau
C/o 2180 Fritz Cove Rd
Juneau AK. 99801

December 16, 2009

Juneau International Airport
1873 Shell Simmons Dr. Suite 200
Juneau, AK. 99801

Re: rental counter letter dated 12/16/2009

Dear Ms. Johnson,

Earlier today via fax, I received a letter from your subordinate John Coleman. Mr. Coleman advises that he will be creating a new method based on an "industry accepted" approach to renting vendor space. I take exception to the reference "industry accepted". Contacting major airports from Portland to Fairbanks will provide a whole host of answers.

Mr. Coleman has established a change of rates. The change seems appropriate based on the remodel and reconstruction that has taken place. In this regard, we look forward to the completed facility.

Mr. Coleman also announced in this letter that the locations for the rental counters would be altered as to vendor location. This proposal is completely unacceptable. Mr. Coleman references a letter authored and signed by Dave Palmer your predecessor. In the letter dated May 27, 2009, Mr. Palmer stated he did not plan to make any changes to the locations other than moving them from the north wall to the east wall. There was an exception to this statement if the vendors could agree on changes; the airport would be open to ideas and suggestions. No discussion or agreements ever occurred.

Construction continued and time passed with no communication to the contrary. In October, we placed an order for the various millworks, furnishings, and other equipment for location "D". In addition, in a meeting on October 20, 2009 I met with you directly. At that time, I indicated we had ordered the furnishings and asked specifically if you were planning any change. You indicated again that there was to be no change in locations.

Notice of the proposed change and the requirement to respond in 48 hours is very curious. It is unacceptable to change this arrangement at this late date. Rainforest LLC. relied on assurances from the manager's office, both verbally and in writing. We have made a significant investment in the proper millwork and equipment to meet your desired move in date. We ask that you rescind Mr. Coleman's letter and return to the original plan, as it has existed over six months.

Sincerely,

Karla A. Allwine
Managing Member



JUNEAU INTERNATIONAL AIRPORT MEMORANDUM

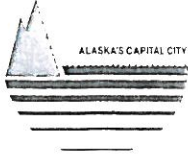
DATE: December 22, 2009
TO: Karla Allwine, National
FROM: John Coleman, Airport Admin Ofcr
RE: New Counters

Per my letter of December 16, 2009, the Airport will accommodate your choice of counter space according to the priority set by the gross revenue report; the order is Avis, Budget, National, Hertz. In selecting new counter spaces, please be aware that a conflict that is irresolvable by this order of priority will be resolved by bids. This typically takes a couple of months, and an informal interim arrangement will be established. Below please select the order of your choices.

National: Counter Choice 1st Choice D 2nd Choice A 3rd Choice B 4th Choice C

Signature of Authorized National Representative

Please fax this form back to me at 907-789-1227 immediately. You can reach me at 907-586-0960 if you have any questions. Thank you.



Juneau International Airport

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Suite 200

Certified Mail Receipt No. 7004 0550 0001 2324 5574
Return Receipt Requested

December 24, 2009

Rainforest LLC (by fax 907-789-9062)
d/b/a Alamo-National Car Rental
Attn: Karla Allwine, Managing Member
2180 Fritz Cove Road
Juneau, AK 99801

Dear: Ms. Allwine

Re: New Counter Space

Thank you for your input to the process of assigning the new counter space at Juneau International Airport. All four car rental companies have responded with their choices. These are the assignments made from those responses:

Avis	Suite 117D—170sqft @ \$3.00/sqft/mo = \$510.00/mo
Budget	Suite 117C—170sqft @ \$2.50/sqft/mo = \$425.00/mo
National	Suite 117A—162sqft @ \$3.00/sqft/mo = \$486.00/mo
Hertz	Suite 117B—179sqft @ \$2.50/sqft/mo = \$447.50/mo

If you have any objections, please contact this office in writing (fax 907-789-1227, email john_coleman@ci.juneau.ak.us) by close of business Monday, January 11, 2010.

Regardless of any objections, it is important to the construction schedule that companies move to these assigned locations when they become available, currently anticipated to be January 13-20, 2010. We will confirm these dates as soon as possible.

We look forward to the completion of this construction project, and believe the extra space and other improvements will provide your customers and the general travelling public a more pleasant experience at our airport. Thank you.

Sincerely,

John Coleman
Airport Administrative Officer

Attachments:

Copy: file

January 8th, 2010

John Coleman

Airport Administrative Officer

1873 Shell Simmons Drive Suite 200

Juneau, AK. 99801

RE: Your letters dated December 16 and 24, 2009,

Dear Mr. Coleman,

I believe that based on my objection letter dated December 16th I provided sufficient notification under the 48 hour allowed time frame to provide such an objection and that the placement of rental vendors should go to bid as your letter dated December 16th stated it would.

I quote "***If objections are received by the deadline, a bid system will be established to assign the counter locations***"

Nevertheless the method was not aborted, but continued with all vendors being asked their choices and those 1st 2nd and 3rd choices being awarded per the method that was objected too.

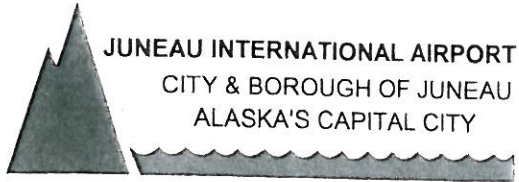
The last minute change has resulted in my new assigned location being smaller and now I will be operating business from a folding banquet table..

Please accept this as my formal objection to the changes now in effect from your office unless this new method is repealed and the plan that we all operated under for over 6 month is implemented once again.

Respectfully,

K. Allwine

Managing Member



JUNEAU INTERNATIONAL AIRPORT NOTICE TO RENTAL CAR AGENCIES

January 5, 2010

Re: Relocation of Rental Car Agencies to New Terminal Expansion Space

The Juneau International Airport (JNU) is nearing the completion of Phase 1 of the Terminal Expansion. The new rental car counters and storage spaces are anticipated to be complete by Thursday, January 14, 2010. They will be available for occupancy at 5:00 am on this date. All relocation must be complete by the following Thursday, January 21 at 5:00 am, at which point the old rental counters and storage spaces will be demolished.

JNU has provided each rental car lease space with ten Cat5 cables. Five cables will be run to the storage area and five cables will be run to the front counter. It is the responsibility of the Lessee to run additional lines if they are necessary. Such additional lines shall be run at the expense of the Lessee and are subject to the Airport Manager's (or her designee's) prior approval.

Electrical power outlets are in place for signage to be relocated. The placement of the signs must also be reviewed and approved by the Airport Manager (or her designee) prior to placement. Please forward information about your signage as soon as possible. JNU staff will work closely with you to make the approval process efficient.

Lessee shall bear the cost of relocating all business operations and equipment.

Please see the attached drawing for specific locations of the Cat5 cables and additional dimensions that may be helpful in your planning.

There will be an informational meeting on Wednesday, January 6 at 2:00 pm in the Airport Construction Office. Please plan on having a representative present to clarify any unanswered questions.

Thanks for your patience throughout the renovation. We look forward to sharing the bright new space with you all.

Catherine Fritz, Airport Architect