

SamTrans

CORRESPONDENCE

as of

November 27, 2019

From: Ivar Satero (AIR)
To: [Hunter Oatman-Stanford](#)
Cc: [Doug Yakel \(AIR\)](#); [Breed, Mayor London \(MYR\)](#); [Supawanich, Paul \[paul.supawanich@sfgov.org\]](#); [BoardofDirectors@bart.gov](#); [MTABoard](#); [Board \(@samtrans.com\)](#); [Chris Arrigale \(AIR\)](#)
Subject: RE: SFO's anti-climate, pro-Uber policy
Date: Monday, November 25, 2019 5:28:00 PM

Thanks Hunter. To respond to your key questions,

We do not believe this pilot will incentivize people to take more costly options than the shared-ride options, as they will be priced substantially higher than both the UberX as well as shared options. However, I take your point that the preferable option from both an environmental as well as traffic congestion perspective is for increased utilization of shared-ride UBER/Lyft (TNC) options. We will be looking into this following the pilot as a potential addition to the curbside program.

To be clear, TNC vehicles do not circle the terminal roadways for pickups. They are held in staging lots until they are summoned to the garage by a user.

Regarding rematching, we are unable to accommodate it in the garage pick-up operation, with drop-offs at the curb, due to the physical layout of the garage within the terminal roadways. The vehicles would have to exit the Airport and return to the Airport via San Bruno Ave., or Millbrae Ave., both highly undesirable options. This program is intended to rematch to the extent possible, which is what the data collection during the pilot will provide. We are hoping to achieve a 85-90% rematch rate.

Regarding revenues to the Airport, the Airport has set pricing of \$4.50 per drop-off and pick-up for all UBER/Lyft operations at SFO, to recover all costs to the Airport related to their operations as allowed by federal law.

If you would like to discuss any aspects of this pilot further, please feel free to call my office.

Ivar

Ivar C. Satero
Airport Director
San Francisco International Airport
P.O. Box 8097
San Francisco, CA 94128

650.821.5000 – Office
650.821.5004 – Chris Arrigale (Assistant)

From: Hunter Oatman-Stanford <hoatmanstanford@gmail.com>

Sent: Monday, November 25, 2019 3:03 PM

To: Ivar Satero (AIR) <Ivar.Satero@flysfo.com>

Cc: Doug Yakel (AIR) <Doug.Yakel@flysfo.com>; Breed, Mayor London (MYR) <mayorlondonbreed@sfgov.org>; Supawanich, Paul (MYR) <paul.supawanich@sfgov.org>; BoardofDirectors@bart.gov; MTABoard <MTABoard@sfmta.com>; board@samtrans.com

Subject: Re: SFO's anti-climate, pro-Uber policy

Hi Ivar,

Thanks for following up. However, a couple of things from this response don't make sense.

"this pilot program is designed to reduce the number of trips Uber vehicles have to make" -- incentivizing people to choose single occupancy rides rather than SHARED rides (which end at the parking garage) does **not** reduce trips. You know this. 3 people sharing a single Lyft/Uber vehicle is fewer rides than 3 separate people each in an Uber XL.

Separately, if you want to stop ridehail drivers from circling the terminal for their pickups, then allow "rematching" for every single TNC ride. It makes zero sense NOT to do this at the parking garage.

"we will soon be launching a pilot program with BART which will offer riders preferential access to the security checkpoint queues at SFO" -- great; why has it taken so long to get that off the ground? Where's the plan to offer more frequent BART service to SFO and cut the price for people using transit to compete with VC-funded ridehails?

Additionally, you didn't respond to my question about who made the decision and what the airport is making in return for promoting Uber's most expensive ride options. Any extra money should be going to cut fares for people taking BART or buses to the airport if you are actually interested in improving emissions and efficiency at SFO.

sincerely,
Hunter Oatman-Stanford

On Mon, Nov 25, 2019 at 11:39 AM Ivar Satero (AIR) <Ivar.Satero@flysfo.com> wrote:

Thanks for your note Hunter, expressing your concerns regarding our two-month pilot program to test curbside pickup at SFO on several categories of Uber products. I do share your concerns regarding the environmental impact of gas-powered vehicles on our roadways. Towards that end, this pilot program is designed to reduce the number of trips Uber vehicles have to make, by allowing both a drop-off and pickup to occur in a single transaction (rematching). And, although we have achieved our goals with the move this past June of TNC pickups into the garage to reduce congestion and idling vehicles, we lost this "rematching" of rides. We are hoping to further reduce the impact of TNC operations at SFO through this pilot.

We will carefully evaluate the effectiveness of this approach to ensure that our customers' expectations are being considered alongside our obligations to the environment. We also remain committed to creating policies that encourage our customers to select public transit over single-occupancy vehicles. For example, we will soon be launching a pilot program with BART which will offer riders preferential access to the security checkpoint queues at SFO. Our hope is that this

added convenience will encourage more travelers to use public transit for their transportation to and from SFO. We are also partnering with United on a bus transit initiative to provide bus service along transit corridors to outlying communities, for our employees that work at SFO.

Thanks again for your comments,
Ivar

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From: Hunter Oatman-Stanford <hoatmanstanford@gmail.com>
Sent: Friday, November 22, 2019 4:59 PM
To: Doug Yakel (AIR) <Doug.Yakel@flysfo.com>; Ivar Satero (AIR) <Ivar.Satero@flysfo.com>; Breed, Mayor London (MYR) <mayorlondonbreed@sfgov.org>; Supawanich, Paul (MYR) <paul.supawanich@sfgov.org>; BoardofDirectors@bart.gov; MTABoard <MTABoard@sfmta.com>; board@samtrans.com
Subject: SFO's anti-climate, pro-Uber policy

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear Mayor Breed, BART Board, SamTrans Board, SFMTA Board, and SFO Representatives:

It came to my attention this week via tweets from SFO's official account that the airport is now encouraging visitors to use luxury Uber rides (Comfort, Select, & XL) rather than any form of shared rides, BART, or other transit options, by providing these high-paying visitors curbside dropoff, while folks using more sustainable transit modes are relegated to arrival far from security.

<https://www.flysfo.com/media/press-releases/sfo-announces-pilot-program-uber-offer-premium-curbside-pickup>

Not only is this blatant pandering to a wealthy private company with an awful track record of labor abuses and sexual harassment (a company that surely is paying SFO for this elite access or "pilot program"), it's completely contrary to the state, city, and SFO's own [climate goals](#).

As someone who always attempts to use public transit to get to SFO, I am outraged that SFO is taking a position encouraging more traffic and high-polluting single rider trips rather than transit or shared rides. It should absolutely NOT be convenient to drive to SFO terminals; it should be fast/convenient to take BART or the bus.

Who made the decision to take money and skill for Uber while throwing the environment and other airport users under the bus, so to speak?

Sincerely,
Hunter Oatman-Stanford
SF CA 94107

From: Hunter Oatman-Stanford
To: [Ivar Satero \(AIR\)](#)
Cc: [Doug Yakel \(AIR\)](#); [Breed, Mayor London \(MYR\)](#); [Supawanich, Paul \[paul.supawanich@sfgov.org\]; BoardofDirectors@bart.gov; MTABoard; Board \(@samtrans.com\)](#)
Subject: Re: SFO's anti-climate, pro-Uber policy
Date: Monday, November 25, 2019 3:03:37 PM

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Airport Director

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Sincerely,

Hunter Oatman-Stanford

SF CA 94107

From: Andrew Jeddeloh
To: [Board \(@samtrans.com\)](mailto:Board@samtrans.com)
Subject: Support of the Western SF to Palo Alto bus route
Date: Tuesday, November 26, 2019 9:27:17 AM

I'm writing in support of the express Western San Francisco to Palo Alto bus proposal. Lots of people in Western SF drive south because getting to Caltrain is awful. This bus would make a huge difference and help reduce traffic. Please make this happen!

- Andrew

From: [Rios, Rona](#)
To: allotherallother@hotmail.com
Cc: [Board \(@samtrans.com\)](#)
Subject: Consumer Report File #733775
Date: Tuesday, November 26, 2019 9:44:27 AM

Dear Mr. Hasse,

Thank you for contacting SamTrans, though we regret it was due to reporting trouble you had with one of our operators earlier this month. We sincerely apologize for the poor experience. Please know that we at SamTrans expect our drivers to remain professional at all times; they are well aware that they are to treat our customers with respect and manage their duties safely. Rest assured, your report was forwarded to the proper parties for research and handling. As we discussed over the phone, please know that Bus Operations takes these issues quite seriously, investigate and take appropriate action.

Additionally, as you mentioned this operator made racist remarks towards you, so we would like to provide you with a Title VI form. You can find information about the Title VI form and the form itself here: <http://www.samtrans.com/riderinformation/TitleVI.html>. If you want to pursue this issue further, submitting this form will initiate a Title VI investigation of the incident.

Again, we apologize for the trouble, and we thank you for taking the time to reach out to us about this issue. We do hope your travels with us going forward will prove pleasant.

Kind regards,

Rona Rios
Director, Customer Experience
SamTrans|Caltrain|SMCTA
1250 San Carlos Avenue
San Carlos, CA. 94070
riosr@samtrans.com