



185 Berry Street
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April 13, 2026

Via Email (rafael.mandelman@sfgov.org)

Rafael Mandelman, President
San Francisco Board of Supervisors

Re Request for Short Continuance of Final Reading of Surveillance Technology Policy Virtual Vehicle Queuing System

Dear President Mandelman:

Lyft acknowledges that there are significant challenges in the staging lots at SFO Airport. It supports implementing measures to reduce congestion while ensuring adequate supply is available to serve the flying public's needs. Indeed, Lyft has already worked with SFO Airport to pilot certain products to help ease congestion issues.

We are respectfully requesting that the final reading of the Surveillance Technology Policy Virtual Vehicle Queuing System be continued for four weeks. Lyft will use this time to meet with airport staff to discuss its questions and concerns which include:

- PII privacy protections, specifically related to location data, law enforcement access, retention, and privacy and security terms with Qtrac.
- Due process protections related to citing drivers based on data not personal observation, including notification, validation, the right to contest and burdens of proof.
- Discussion on driver safety related to timing and interaction with SFO SMS messages
- Discussion of how invitations to the staging lots will be equitably distributed between available TNC platforms and that all TNC platforms are required to participate.
- Discussion on how the policy preserves drivers' ability to earn across multiple platforms simultaneously, ensuring no single platform can restrict a driver's access to other rideshare apps

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- Discussion of how drivers' independent contractor rights to operate on multiple TNC platforms will be protected.
- Clearer identification of what data SFO airport will be gathering about drivers while not on airport property, does SFO expect Lyft to share additional real time location data?
- Confirmation that drivers who are inbound with an airport drop off are prioritized to be granted access to the staging lot (i.e., avoiding the need for drivers to deadhead (driving with no passengers) back to the city.
- Discussion of how the Virtual Vehicle Queue will impact environmentally friendly products like rematch and customer ETA products like tiered queuing.
- Seek a seat at the table for the Virtual Queuing System product finalization.

An underlying concern with all of the foregoing is that there is no reasonable transparency in how the use of this surveillance data will actually be used in implementing the Virtual Vehicle Queue product. It is presently impossible to discern the reasonableness of this proposed policy without understanding how the data's use will be done in a business neutral, objective, and consistent manner.

Lyft is looking to be supportive of SFO airport's efforts. This additional time will promote transparency and collaboration.

Sincerely,



Nicholas Johnson
Director Public Policy
Lyft, Inc.

cc: Sophie Marie (sophie.marie@sfgov.org)