City and County of San Francisco

San Francisco International Airport

Airport Automated License Plate Readers (ALPR) – Ground Transportation Management System (GTMS) and Park Assist – Parking Guidance System

February 3, 2025

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Airport Automated License Plate Readers (ALPR) – Ground Transportation Management System (GTMS) and Park Assist – Parking Guidance System

Background: The Airport amended the existing BOS approved ALPR Surveillance Technology Policy (STP) with the Park Assist – Parking Guidance System information to create a new Amended STP.

Specifically, the following areas were updated to create the Amended STP:

- Technology Description
- Authorized Use Cases – two new
- Business Justification
- Benefits to Residents and the Department
- Data Sharing and Retention: NOTE: Park Assist does not retain license plate data.
- Compliance

Technology Description: Airport Automated License Plate Readers (ALPR) – Ground Transportation Management System (GTMS) and Park Assist – Parking Guidance System

- ALPR and Park Assist support the Airport's mission and the Objectives of:

Safety & Security and Care.

- SFO is committed to the Safety and Security of the Airport in the following ways:
  - The primary use for Landside ALPR – GTMS is to capture the activity of permitted commercial ground transportation at the Airport.
  - Use of a parking guidance system, Park Assist, significantly reduces time spent searching for parking which leads to more revenue generating opportunities in the terminals.
  - Additionally, by streamlining the process and reducing drive time and emissions, parking efficiency minimizes traffic on SFO's roadways for a premium parking experience.
  - These are essential components of a comprehensive and efficient transportation system.

Authorized Use Cases

Airport Specific Use Cases include:

ALPR – GTMS and Park Assist:

1) To track the activity of permitted commercial ground transportation at the Airport. Also to use as a method for collecting trip fees or assessing citations.

2) To support the Airport and local, state, federal, and regional public safety departments in the identification of vehicles associated with targets of investigations, including locating stolen, wanted, and or other vehicles that are the subject of investigation; and/or locating victims, witnesses, suspects, and others associated with a law enforcement investigation.

3) To help guide customers to available parking spaces.

4) To help customers locate their vehicles if they forget where they parked.

Questions

Supporting Slides

Amendments to the ALPR-GTMS ST Policy for Park Assist:

Airport ST Policy change/update:

Authorized Use Cases: Noted in prior slide.

Business Justification:

The Airport is committed to efficiently delivering world class customer service while maximizing revenue opportunities. Use of a parking guidance system, Park Assist, significantly reduces time spent searching for parking which leads to more revenue generating opportunities in the terminals. Additionally, by streamlining the process and reducing drive time and emissions, parking efficiency minimizes traffic on SFO's roadways for a premium parking experience.

The Park Assist Parking Guidance System is a camera-based smart sensor automated parking guidance system (APGS) that can read license plates and identify when spaces are open or being used. The system utilizes LED lights to signify when parking spaces are available or taken, enhancing convenience, reducing congestion, and optimizing space utilization. Additionally, if a customer forgets where they parked, they can enter their license plate into a kiosk and the system will tell them where that license plate is located within the facility.

Amendments to the ALPR-GTMS ST Policy for Park Assist (con't):

- Benefits to Residents:
  - Environment - By reducing the driving time to locate parking spaces, Park Assist can help reduce car emissions.
- Benefits the Department:
  - Financial Savings - Park Assist provides for low maintenance and operating costs, in addition to, minimal training of personnel on the use of the technology. Less personnel are needed to monitor and assist customers finding open spaces and/or their vehicles.
  - Staff Safety - With Park Assist less staff are needed in facilities to constantly monitor and assist in finding spaces and vehicles; thus, reducing exposure to fast moving vehicles.
- Access – A. Department Employees:
  - 9255, Parking Operations Manager
  - 0932 Manager IV, Airport Parking Manager
  - Providers: SP Plus SF Joint Venture (SPSF) and Park Assist

Amendments to the ALPR-GTMS ST Policy for Park Assist (con't):

- Data Sharing: Park Assist Users, including SPSF, to look-up license plates to locate vehicle locations in the Airport's parking facilities.
- Data Retention: NOTE: Park Assist does not retain license plate data.
- COMPLIANCE:
    - Department shall assign the following personnel to oversee Policy compliance by the Department and third-parties.
        - Senior Landside Transportation Planner
        - Parking Operations Manager
        - Airport Parking Manager

Data Lifecycle: Data Collected

Data captured is classified as Level 1, Public.

This data includes:

- *Level 1 Classification:*
  - Images
  - Date & Time
  - Vehicle

- All data will be retained for:
  - Resolution of an incident investigation and/or law enforcement matters.

- Any data is retained as required by the Airport's Executive Directive 18-05 Record Retention and Destruction Policy and discarded/deleted afterwards.

Data Lifecycle: Data Access

1. Written approval from Airport Parking Management is required prior to release of parking data. Data is reviewed for Personally Identifiable Information.

2. For investigative purposes, Department access to parking data is restricted to specific trained personnel. Historical data is accessed only in response to an incident.

3. Personnel with access belong to the following groups:

   - Airport Parking Management
   - Security Ops Center
   - SFO Law Enforcement Partners
   - Communications Center

Data Lifecycle: Data Security

1. Storage of PI is encrypted or is protected by software, hardware and physical security measures to prevent unauthorized access.

2. All forms of parking data, whether real-time or stored, must be password protected.

3. Wireless networks are required to be equipped with WPA2 security.

4. Written authorization from Airport Parking Management required prior to release of data.

PSAB & COIT Meeting Dates

- June 27, 2024
- PSAB recommends approval.
- September 19, 2024
- COIT recommends approval.

Thank You