

AIR App-Based Commercial Transportation Management System Annual Surveillance

Fields marked with an asterisk (*) are required.

Change In Authorized Use Cases ▾



1.1 In the last year, did your department have use cases which differed from your “approved use cases” in your BOS-approved policy?

No

Change in Authorized Job Titles ▾



2.1 Does the list of “authorized job titles” in your BOS-approved policy need to change? (i.e. Do you need additional job titles to be authorized to access the data, or do you need to remove any current job titles?)

No

Change in Number and/or Type of Technology ▾



Replacement of Old Technology

4.1 Has any technology listed in the policy been replaced?

No



Addition of New Technology

5.1 Has any technology been added which is not listed in the policy?

No



Ceased Operation of Technology

6.1 Is any technology listed in the policy no longer in use?

No



Services or Equipment Sources

7.1 List any and all entities, companies or individuals which provide services or equipment to the department which are essential to the functioning or effectiveness of the Surveillance Technology (list “N/A” if not applicable): *

Airport ITT (Information Technology & Telecommunications) and AWS (Amazon Web Services).

Surveillance Technology Goals ▾

**8.1 Has the surveillance technology been effective at achieving its identified purpose?**

Yes

8.2 In 3-5 sentences, please explain how the technology has or has not been effective

The ABCT technology works by defining a perimeter, or “geofence,” around the Airport using geographic coordinates. Using these coordinates, TNCs, which collect data about the activity of their on-duty drivers through the TNC app on the drivers’ mobile device, parse out certain data regarding driver activity within the geofence.

Through the ABCT mobile app, SFO staff members, including SFPD officers assigned to the Airport Bureau, can monitor TNC drivers’ activity for compliance with Airport Rules and Regulations and the conditions of the TNC’s operating permit.

- Fines can be levied against TNCs for driver activities such as exceeding curbside staging times, or for dropping off and picking up at non-designated areas.

- SFPD officers can also issue citations to the drivers based on violations of state and local law.

The technology is also effective in tracking permitted operators that are not issued transponders, such as TNC vehicles; tracking unpermitted operators who solicit passengers for rides, and assisting public safety agencies in investigations. For FY 23-24, there were 33,895 Administrative Citations issued to TNC’s and 1,663 for other Ground Transportation modes.

Data Sharing **9.1 Has data acquired through the surveillance technology been shared with entities outside of the department?**

Yes

9.2 Was the data shared with city and county departments or other entities associated with city and county government?

Yes

9.3 List which departments received surveillance technology data from your department, what type of data was disclosed, under what legal standard the information was disclosed, and a justification for the disclosure.

The SFPD Airport Bureau is provided the limited data that is displayed in the ABCT mobile app listing TNC driver activity within the geofence, and the City Attorney’s Office is provided the raw data for TNC operations at Airport when any incidents require Legal input. This data is shared as needed for billing and administrative/operational compliance purposes, including fines.

9.4 Was the data shared with entities outside of city and county government?

Yes


9.5 List which non-city entities received surveillance technology data from your department, what type of data was disclosed, under what legal standard the information was disclosed, and a justification for the disclosure.

The TNC’s (e.g., Uber, Lyft, etc.) are provided raw data for TNC operations at Airport to reconcile and confirm for billing purposes.

Accidental Receipt of Face Recognition Data **10.1 Did your department inadvertently or unintentionally receive, retain, access or use any information obtained from Face Recognition Technology?**


No

Complaints



11.1 Has your department received any complaints and/or concerns from community members about this surveillance technology?
No


Violations ▾



12.1 Were there any violations of the Surveillance Technology Policy or Surveillance Impact Report, reported through community members, non-privileged internal audits, or through other means in the last year?
No

12.4 Has your department conducted any internal audits of the technology?
No

Statistics and Information about Public Records Act Requests ▾



13.1 Has your department received any public records act requests for this surveillance technology?
Yes

13.2 How many public records requests have been made regarding this surveillance technology?
1

13.3 Please summarize what has been requested via public records requests, including the general type of information requested and disclosed, as well as the number or requests for each general type of information.
A Public Records Request yields the following information: TNC ID; License plate #; the Transaction Type: Time Stamp of Entry, Pick-up, Drop-off & Exit; the Latitude & Longitude; the Name of Geo-Fence at SFO and the rider count in the TNC vehicle.

Total Annual Costs for the Surveillance Technology ▾

**14.1 List the number of FTE (new & existing).**

0.5 - IT Staff maintaining API and Data Warehouse

14.2 Are there one-time costs for Fiscal Year 2024-2025?

No

14.15 Are there annual costs for Fiscal Year 2024-2025:

Yes

14.16 Are there annual Salary and Fringe costs?

Yes

14.17 List total annual Salary and Fringe costs for FY 2024-2025:

\$115,000

14.18 Are there annual Software costs?

No

14.20 Are there annual Hardware/ Equipment costs?

Yes

14.21 List total annual Hardware/ Equipment costs for FY 2024-2025:

\$25,000

14.22 Are there annual Professional Services costs?

No

14.24 Are there annual Training costs?

No

14.26 Are there annual "Other" costs?

No

14.28 What source of funding will fund the Surveillance Technology for FY 2024-2025?

Operating Expense from the Airport's Landside Budget.

14.29 Have there been any changes to the one-time costs from your department's approved Surveillance Impact Report?

No

14.31 Have there been any changes to the annual costs from your department's approved Surveillance Impact Report?

No