



# Memorandum

**TO:** CITY COUNCIL

**FROM:** Mayor Sam Liccardo

**SUBJECT:** Airport On-Demand Ground  
Transportation Management

**DATE:** March 29, 2021

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Approved

Date 03/29/21

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## **Recommendation**

Accept staff recommendation with the following direction:

1. Airport staff and SAFER LLC (SAFER) to establish a trip volume trigger of 200 taxi trips per day at the San Jose Mineta International Airport (SJC) that will allow for access to a staging area – preferably to the previous taxi staging area at the Airport – provided there aren't pandemic related constraints that must be considered.

## **Background**

I appreciate Airport staff's interest and willingness to reimagine the on-demand ground transportation model at the Airport, and SAFER for their innovative business model that incorporates an app-based approach for delivering competitive and high-quality taxi service at SJC. This has been a long time coming – as the previous permit model at the Airport outlived its useful life given market evolution in on demand transportation.

With the rise, and related impact of TNC use at the Airport, and the recent pandemic impacts to air travel, taxi trip volume has decreased to as low as 26 trips per day in February of 2021. Throughout the COVID 19 pandemic the drivers haven't had access to the staging area – and building with bathroom and break room – due to decreased trip volume and COVID testing in the facility. Through conversations with SAFER – and the taxi drivers – it's clear that this new model depends on a staging area where SAFER can stock vehicles, and where there can be a safe environment for supervision of high-quality standards for taxi service at the Airport.

With increased trip volume predicted over the coming months, SAFER, and the drivers, should have what the business model ultimately requires to be successful. While the staging area issue remains unresolved – the drivers have made it clear to my office that the prior staging area they have used for the last 10 years is a priority for them, and SAFER has expressed this to us as well. A trip volume trigger that allows for access once again will provide an opportunity for SAFER to start the new model on the right foot with the best chance for success.

Again, thank you to Airport staff for always innovating at the Airport – and working with SAFER, and the drivers, to improve and grow the ground transportation program at SJC.