

# SJC OnDemand Industry Meeting

## Q&A Session - February 12, 2021

Q1 - Have any of the program cost been established?

A1 – There will be the Airport's fee of \$2.30/reg or \$1.80/clean fuel per pick-up trip. A separate meeting between companies, drivers and Safer LLC will be scheduled within the next few weeks to further discuss their pricing model.

Q2 – Is there any equipment and/or start up fees for drivers or the companies required?

A2 – Per Safer LLC, there are no start-up fees. One of the requirements is to have a smartphone in order to be a part of the dispatch system.

Q3 – Will Safer LLC encourage return trips to the Airport?

A3 – Per Safer LLC, yes.

Q4 – How will you increase fees?

A4 – Safer LLC fee discussion will be discussed during the meeting scheduled the week of February 21, 2021.

Q5 – What will the Safer LLC relationship be with the TNC's? Has that been determined?

A5 – Safer LLC will be managing all OnDemand Ground Transportation operations.

Q6 – Will all trips out of the Airport be pre-priced?

A6 – Per Safer LLC, they do not work with fixed price tables.

Q7 – So trips will be metered rate and not prepaid?

A7 – Safer will be offering various models, one of which includes meter rates and the second includes the Safer app rates.

Q8 – Are you using real time traffic to determine total fare?

A8 – Per Safer LLC, yes, they use Google maps, their application is integrated with total fare. Base price, plus price per mile.

Q9 – Prices will be decided by Safer LLC for all rides? So how does Safer LLC plan to pay drivers if it'll be prepaid trip?

A9 – Per Safer LLC, they will not change the current model of a traditional "on-demand" walkup trip, but any "new" traffic will be captured via the Safer app.

Q10 – How do you guys reconcile cash calls from SJC?

A10 – No definition of what was meant by "cash calls" to address the question.

Q11 – Previously you were not working with any other Airports in North America, is this still accurate?

A11 – That is correct, SJC would be the first.

Q12 – Is the OnDemand system still alive?

A12 – It's virtually the same model we had in 2005, the change is Safer LLC takes the place of Taxi San Jose. Additionally, the Airport will no longer issue airport access permits. The OnDemand Management company in place will be managing the driver access and agreements.

Q13 – What is the criteria for working at the Airport?

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A13 – Driver standards, customer service standards, similar standards would continue to be in place.

Q14 – Past model was stakeholders and service providers. It's no longer the stakeholders who are involved within the new OnDemand system?

A14 – In 2005 we had a contractual agreement with Taxi San Jose. They won the RFP process then, then again in 2016. The same relationship the Airport had with Taxi San Jose is the same relationship we'll have with Safer LLC as they won the RFP process this year. The only difference is that they do not have stakeholders as a part of their board of directors.

Q15 – Labor Peace?

A15 – Labor Peace is included in both the RFP and the Safer LLC proposal. Safer LLC will have an agreement with the drivers.

Q16 – If the agreement is with drivers what happens to company permits?

A16 – The Airport will not be issuing Company Airport Access permits.

Q17 – What is the benefit of Safer LLC?

A17 – Safer LLC is proposing improved customer service, in-terminal kiosk, app-based technology, and marketing thru Airlines as potential ways to improve OnDemand business at the Airport. At a reduced cost when compared to the previous OnDemand operator.

Q18 – What is the pricing?

A18 – Safer LLC will arrange meetings with the drivers and companies to discuss their pricing model starting the week of February 21, 2021.

Q19 – Will it be the same as a TNC model?

A19 – Per Safer, they will have a local structure with dispatchers/starters, kiosk within the terminals and will have an app that will help to compete with the TNC model.

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### Q&A Session - February 18, 2021

Q20 – Will the trip fee remain the same?

A20 – The trip fees will remain the same for pick-ups \$2.30 a trip or \$1.80 if you have an alternate fuel vehicle. In addition, the cost recovery fee of \$1.55 will no longer be collected due to there no longer being a need for the Airport to issue airport access permits.

Q21 – Will there be any way to reduce some of the regulations being imposed from Safer LLC's new Proposal?

A21 - Similar to the standards and quality of service in the Taxi San Jose contract, Safer LLC holds customer service standards and quality as major selling points for their services.

Q22 – How will you compete with the TNC Industry?

A22 – Safer response we have several methods one is the quality of service being provided to passengers. Passenger not having to wait for a car (Pre-paid rides), providing professional drivers and the plan to partner with Airlines.

Q23 – Will you be able to work with the Airport to gain access for taxis to have curbside loading

A23 – No, locations are determined by volume of operations and the OnDemand pick-up areas will not be relocated at this time.

Q24 – How will the Appeal process work? Currently taxi drivers use a third party with the airport to help with the process and typically drivers can work during the process and currently in the proposal you have, it does not say that.

A24 – Per Safer LLC, they believe based on their current business model this is what's been successful and there are many variables that go into a driver appeal, but Safer LLC is willing to discuss in the February 21, 2021 meetings and if it needs to be reviewed or changed, that could be a possibility.

Q25 – What other fees will be required of the drivers as it relates to running the operation (Kiosk, employees, application usage)?

A25 – Per Safer LLC response it's a complicated answer in which it's best to discuss when we meet next week to discuss and answer all those details.