
From: Doug Yakel (AIR)
Sent: Wednesday, August 26, 2026 9:44 AM
To: Lew Chee (AIR); Enrique Guadamos (AIR)
Subject: RE: Follow up questions re. airport commission meeting today

Thank you. How's this for a summarized response:

SFO holds contract #50387 with SITA for biometric "FacePods", a system which used by Customs & Border Protection (CBP) for document verification during the boarding of international flights. SFO elected to procure this system for CBP, as the alternative would have required actual CBP officers to perform this work, which would have reduced available staffing in other CBP areas, like the International Arrivals area. Because SFO is not a user, it does not collect or retain any data from this system, nor does SITA. Only CBP uses and has access to this data; you may wish to refer to their [privacy policy](#) for more information.



Doug Yakel

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From: Lew Chee (AIR) <Lew.Chee@flysfo.com>
Sent: Wednesday, August 26, 2026 9:33 AM
To: Enrique Guadamos (AIR) <enrique.guadamos@flysfo.com>; Doug Yakel (AIR) <Doug.Yakel@flysfo.com>
Subject: RE: Follow up questions re. airport commission meeting today

1. Hasbrouck points to a 2 million dollars a year contract that SFO has with SITA Information Networking Computing USA Inc. Can you confirm that this contract exists? **Yes. SITA Information Networking Computing USA Inc. Contract #50387**
2. Does the contract with SITA include SFO paying for facial recognition technology or systems where photos of passengers are taken? **Yes. SITA Biometric Exit "FacePods" are included in this contract. The FacePods verify and document the departure of international travelers. They are not used during entry into the United States.**
3. Where is data collected by systems part of the SITA contract sent? **SITA's FacePods are installed at all International Terminal and Domestic Gates handling international departures. The FacePods provide a pass-through service to the Airport, retaining no data.**

4. Is SITA information at any point passed on to Customs and Border Patrol or any other arm of the Department of Homeland Security? **Note: CBP stands for Customs and Border Protection. SITA FacePod devices are integrated with CBP's Traveler Verification Service (TVS).**

5. What is the purpose of the contract with SITA? Is it part of compliance with legal requirements? If so, can you cite the law that it is complying with? **SITA provides support and maintenance, as well as professional services, for all the Passenger Processing System (PPS) and Information Display System (IDS) systems, equipment. PPS includes all common-use airline check-in equipment, and boarding systems which include the SITA FacePods. Key authorities behind CBP's biometric Entry-Exit program: 1) Immigration and Nationality Act (INA); 2) U.S.C 1365b – mandates the development of a full biometric Entry-Exit systems across ports of entry, which includes airports; 3) DHS Regulations (8 CFR Parts 215 & 235) authorizing DHS/CBP to photograph and collect additional biometrics from non-citizens entering or departing the U.S., specifically applying at airports as official ports of entry – Rule outline who is required or exempt.**

6. Are there alternatives to the SITA system that would fulfil legal obligations while preventing the sharing of data with DHS? **See "Opt-Out Provisions" on CBP's website:**
<https://www.cbp.gov/travel/biometrics/privacy-policy>

From: Enrique Guadamos (AIR) <enrique.guadamos@flysfo.com>

Sent: Tuesday, August 25, 2026 1:37 PM

To: Doug Yakel (AIR) <Doug.Yakel@flysfo.com>; Lew Chee (AIR) <Lew.Chee@flysfo.com>

Subject: RE: Follow up questions re. airport commission meeting today

Hello Doug,

Lew is working on answers to the questions below.

From: Doug Yakel (AIR) <Doug.Yakel@flysfo.com>

Sent: Tuesday, August 25, 2026 12:58 PM

To: Enrique Guadamos (AIR) <enrique.guadamos@flysfo.com>; Lew Chee (AIR) <Lew.Chee@flysfo.com>

Subject: FW: Follow up questions re. airport commission meeting today

Hi guys: can you help me answer the questions below about the SITA contract, or direct me appropriately?

Thanks,



Doug Yakel

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From: Rosie Bultman <rbultman@sfpublicpress.org>
Sent: Tuesday, August 25, 2026 12:55 PM
To: Doug Yakel (AIR) <Doug.Yakel@flysfo.com>
Subject: Follow up questions re. airport commission meeting today

Hello,

My name is Rosie Bultman and I am a reporter for the San Francisco Public Press. We just spoke at the Airport Commission meeting today, and I have a few follow up questions regarding the statement Edward Hasbrouck submitted to the airport commission. I will be submitting a story by 3pm today, so if you could get back to me before then, I would really appreciate it.

1. Hasbrouck points to a 2 million dollars a year contract that SFO has with SITA Information Networking Computing USA Inc. Can you confirm that this contract exists?
2. Does the contract with SITA include SFO paying for facial recognition technology or systems where photos of passengers are taken?
3. Where is data collected by systems part of the SITA contract sent?
4. Is SITA information at any point passed on to Customs and Border Patrol or any other arm of the Department of Homeland Security?
5. What is the purpose of the contract with SITA? Is it part of compliance with legal requirements? If so, can you cite the law that it is complying with?
6. Are there alternatives to the SITA system that would fulfil legal obligations while preventing the sharing of data with DHS?

Thank you again for all your time today, and I look forward to hearing from you soon.

Best,
Rosie