
Re: Public Comments Form - Karen Laser

1 message

Karen Laser <noreply@jotform.com>

Tue, Sep 15, 2026 at 3:09 PM

Reply-To: [REDACTED]

To: public-comments@sgcity.org



Public Comments Form

Name Karen Laser

Email [REDACTED]

Phone Number [REDACTED]

Address [REDACTED]

Public Comment(s)

colorcountrycab company
11:17 AM (3 hours ago)
to me

Mayor Hughes and members of the City Council, my name is Karen Laser, and I operate a local taxi service.

I am asking the Council to review the airport's removal of local taxi signs while taxi companies continue paying the airport \$100 per month.

Those signs helped passengers locate taxi service when a taxi was not immediately waiting outside. Since the signs were removed, passengers have struggled to find taxis. In one day alone, I received five calls from passengers who were desperately trying to locate transportation.

Airport management has acknowledged that some passengers, including visitors without reliable cell service, may have difficulty finding taxi service. That problem should have been considered before the signs were removed.

The airport must accommodate four taxis and three shuttles—a total of seven commercial vehicles. I would like to know whether the designated staging area is large enough to safely accommodate all seven vehicles and whether the additional traffic caused by requiring them to repeatedly enter and leave the airport was considered.

I am requesting a written explanation of who authorized the sign removal and why, what taxi companies receive for the continuing \$100 monthly fee, and whether taxis and rideshare companies are being treated equitably.

Most importantly, I am asking the City to restore clearly visible taxi signage so arriving passengers can locate all available ground-transportation options.

I have tried to resolve this directly with airport management, but I have not received satisfactory answers. I respectfully ask the Council to place this matter on a future agenda, require a written response from airport management, and review whether the monthly taxi fee should be reduced, suspended, or refunded.

I am not trying to create problems. I am asking for transparency, equal treatment, and a practical solution for airport passengers. Thank you.

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