



San Francisco International Airport

## **NOTICE**

January 25, 2022

TO: San Francisco Taxi Drivers

SUBJECT: **New TaxiVQ App**

Effective Tuesday, February 8, 2022, SFO will require all taxi drivers to use a new phone application called "TaxiVQ". The new application will include a "virtual queue" where you will request to pick up at SFO without having to physically be at the airport. You can engage in other activities while you wait for your turn to pick up at SFO, such as working other fares in the city or resting at home. The new app will also include short verification.

To learn about the app and how to use it, including detailed user guides and an instructional video, please visit [sfoconnect.com/taxi-vq](https://sfoconnect.com/taxi-vq). Posters and handouts will be available in the taxi lot in coming days.

The new app is available for download starting today but will not be active until 5:00am on February 8, 2022. Please download the app now and check that you can log in. Until February 8, please continue to use the current TaxiQ app for short verification.

Because the new app includes a "virtual queue," there is less need for large taxi holding lots at SFO. Lots that have been recently restriped for customer parking will not be returned to taxi hold lot use, and it is possible that in future months additional holding lot space will be converted to regular parking as we establish how well the app reduces taxi waiting times at SFO.

If you have questions about the new app after reviewing the training guides, please speak with Curbside Management by calling 650-821-2700.

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Remove On or After 3/30/22