



San Francisco International Airport

NOTICE

February 28, 2022

TO: San Francisco Taxi Drivers
SUBJECT: **New TaxiVQ App Updates**

SFO launched the new TaxiVQ app on February 8, 2022. As we start the fourth week using the new system, here are some updates.

Overall Goals

The app has met the goal of reducing waiting time at SFO. Average taxi hold lot wait time was 22 minutes as of the end of last week.

Taxi availability at SFO has not been disrupted. We have had isolated incidents where customers were waiting for up to 6 minutes for a taxi, but these shortages have only occurred three times since the system launched. We expect them to be very rare moving forward as our team learns how to anticipate demand spikes better.

Van taxi availability continues to be a minor challenge. In general, customers requesting taxis are accommodated quickly, but in some rare cases customers have had to wait up to 13 minutes for a 5-seater or 6-seater vehicle. SFO is working on temporary solutions to reduce waiting time as much as possible.

Technical Challenges

While the app is stable and working overall, we are tracking errors that impact a small percentage of drivers each day. We are hoping to fix these issues with an updated app version to be released in about a month. In the meantime, here is a summary of the most common issues that have been reported and how to deal with them:

1. **Waitlist position "Vanishes"**: You add yourself to the waitlist. You see your position number on the waitlist. You minimize the app. Later you open the app, and you don't see the waitlist position. Most commonly, you see the log-in screen. If this happens, DO NOT log in again. DO NOT force quit. Minimize the app, wait a few minutes, and open it again. Your waitlist position is safe even though you can't see it. The display error should fix itself, and you will still get a notification when it's your turn.
2. **Stuck on Loading Wheel**: It's 5:00am exactly, you log on to add yourself to the waitlist, and you get stuck on the loading wheel. Usually this is just a display issue due to hundreds of drivers trying to add themselves at the same second. If you minimize the app and open it again a minute later, it should clear itself up and you'll see your waitlist number displayed. If you are still locked after a minute, you may have to force quit and add yourself again.

SFO is working on a fix these issues urgently. Further improvements to the app are also in progress. Thank you for your patience as we work through the deployment of the new app.

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