

NOTICE

November 18, 2025

TO: San Francisco Taxi Drivers

SUBJECT: **UPDATED: VQ App Opening Time Changing and App Update**

Due to a technical fault with the new Android version of the TaxiVQ app, it was not possible to change the queue opening time to 6:00am as planned on the morning of Tuesday, November 18, 2025. The queue opening time will remain 5:00am until the morning of Monday, November 24, 2025.

On the morning of Monday, November 24, 2025, the queue opening time will change to 6:00am. Apple users do not need to take any special action- the app is already updated for you. Android users will need to update their app before adding themselves to the waitlist on Monday, November 24. Android users can update the app any time after 3am on Monday, November 24. After logging in, you will see a pop-up telling you to update the app. Tap the "update" button and you will be taken to the App store to update your app. You are encouraged to do this well before 6am so that the update is complete when the queue opens.

Our apologies for the inconvenience and confusion caused by this technical fault. Please contact the curbside management office at 650-821-2700 with any questions.



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