



## **NOTICE**

August 26, 2026

TO: San Francisco Taxi Drivers

SUBJECT: Short Fraud Enforcement

In recent weeks, SFO Curbside Staff have encountered a new method of improperly claiming short trips. While this specific method of short fraud has been identified and action will be taken, SFO believes that a stronger deterrent is needed to discourage drivers from attempting new means of improperly obtaining shorts or VQ access. For this reason, SFO is increasing penalties for short fraud and VQ fraud.

Short fraud is defined as claiming short line privileges without properly qualifying, whether by technological manipulation, dishonesty, forgery, account sharing or any other method. The short line is for drivers who have completed a short trip with a paying passenger, within all time limits, within geographical limits, and abiding by any other rules or conditions. Short line access is also offered to drivers who are using an earned short pass obtained through official channels and issued to them.

Virtual Queue (VQ) fraud is defined as securing a virtual queue spot to which a driver is not entitled by technological manipulation, by account sharing, or by any other means. VQ fraud will be enforced equally to short fraud.

Effective on the date of this industry notice, every driver who is proven to have committed short fraud or VQ fraud will be penalized with a 14-day suspension for each demonstrated instance of short fraud or VQ fraud. A driver can be penalized for multiple instances observed in the course of one investigation. If a driver reaches five (5) total occurrences of short fraud or VQ fraud, interchangeably, whether identified in one or more investigations, the driver will be subject to a 1-year ban. Any driver who commits any single occurrence of short fraud or VQ fraud following a 1-year ban will be permanently banned from SFO.

Identified violations taking place before the date of this industry notice will result in suspension terms under the current disciplinary structure and will not count toward the new five (5) Total Occurrences count. The revised penalties apply to verified violations taking place on or after the date of this industry notice.

SFO is committed to protecting the integrity of the short-trip process and ensuring that these privileges remain available to drivers who legitimately qualify.

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Drivers who identify and report a potential vulnerability or weakness in the short/VQ system through an approved reporting process may be eligible for a recognition award of up to 10 short tickets. Reports should focus on demonstrating the identified issue in a controlled manner without attempting to circumvent system safeguards, disrupt operations, or identify or accuse any individual of wrongdoing. The vulnerability must be new and not already known to Curbside managers. Any reported vulnerability will be reviewed and validated by SFO before an award is considered.



Seth Morgan  
Senior Transportation Planner  
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