



TAXI Q

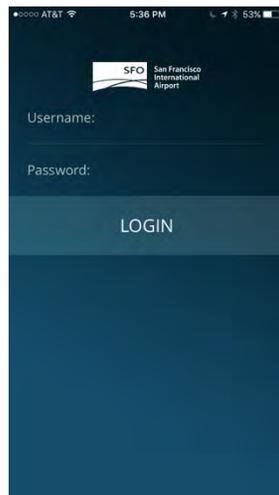
Mobile App Guide

REQUIREMENTS

- 🚗 Your taxi must have a valid SFO transponder.
- 🚗 Register with the SFO/SFMTA Web Portal (taxi.sfoconnect.com) to obtain login credentials for the TaxiQ app.

1.0 LOGIN

- 🚗 Login into the TaxiQ app using SFO/SFMTA Web Portal credentials (username and password) prior to the start of the first trip.

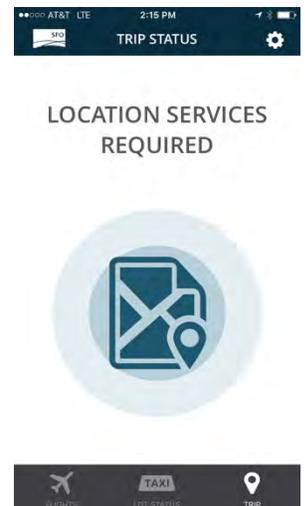


2.0 GPS

- 🚗 GPS must be enabled to log your trip.

- 🚗 If GPS is not enabled on your mobile device, you will receive this message.

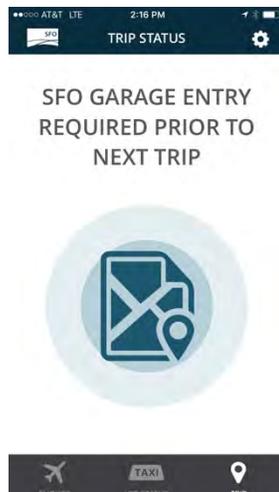
- 🚗 Message will disappear once GPS is detected.



Short Trip Screens

3.0 GARAGE ENTRY

- 🚗 You must enter the holding lot to start a trip.



3.1 PAYMENT

- 🚗 Before being dispatched to the curbside, you must pass through the payment gates.



3.2 READY

- After being dispatched to the curbside, the app will wait until you exit SFO.



3.3 IN-PROGRESS

- Once you exit SFO, your trip will start and will be in progress.
- Your trip is now being logged.



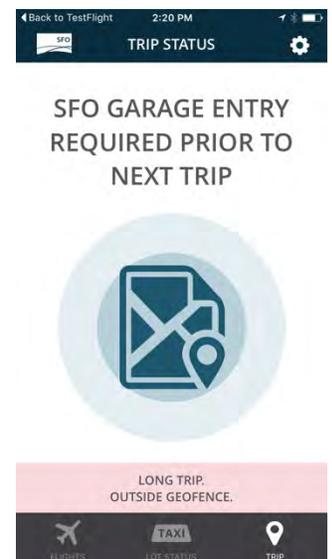
3.4 VALID SHORT TRIP

- You will receive a valid short trip if:
- You return to SFO within the 2-hour limit and
- You stayed within the Short Trip Geofence.



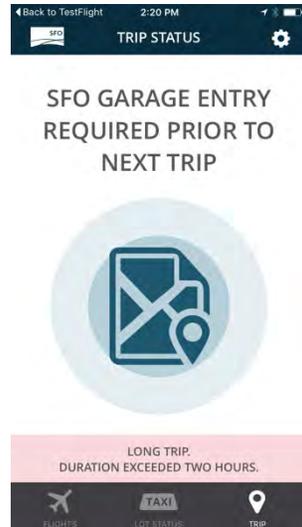
4.0 OUTSIDE GEOFENCE

- Three pings outside the Short Trip Geofence will invalidate your trip.
- The app will stop logging your trip.



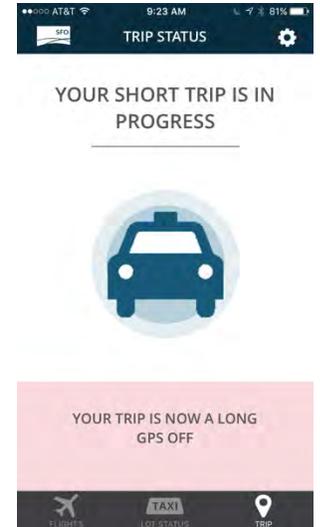
5.0 EXCEED 2 HOUR LIMIT

🚗 If your trip exceeds the 2-hour limit, your short trip be invalidated.



6.0 GPS TURNED OFF

🚗 If you disable your mobile device GPS during your trip, your short trip will be invalidated.



7.0 VEHICLE MISMATCH

🚗 Driver must return in the same vehicle and with the same phone.

🚗 If you return with another vehicle or another phone, your trip will be invalidated.



8.0 HOLDING LOT STATUS

🚗 You can check what the holding lot capacity is by tapping on the "Taxi Lot Status" menu item.

🚗 Status refreshes every minute.



Flight Screens

9.0 FLIGHT SUMMARY

🚗 You can view a summary of arriving/departing flights by tapping the “Flights” menu items.

🚗 The summary table include how many flights are on time and delayed

🚗 You can tap on one of the terminals to view additional details

🚗 You can use the hour selector to view flights in X amount of hours.

🚗 Hour range is from -2 Hours to +12 Hours.

🚗 You can switch between Arrivals and Departures by changing the filter at the top of the screen

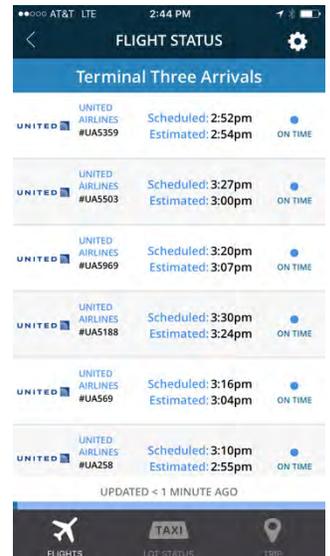
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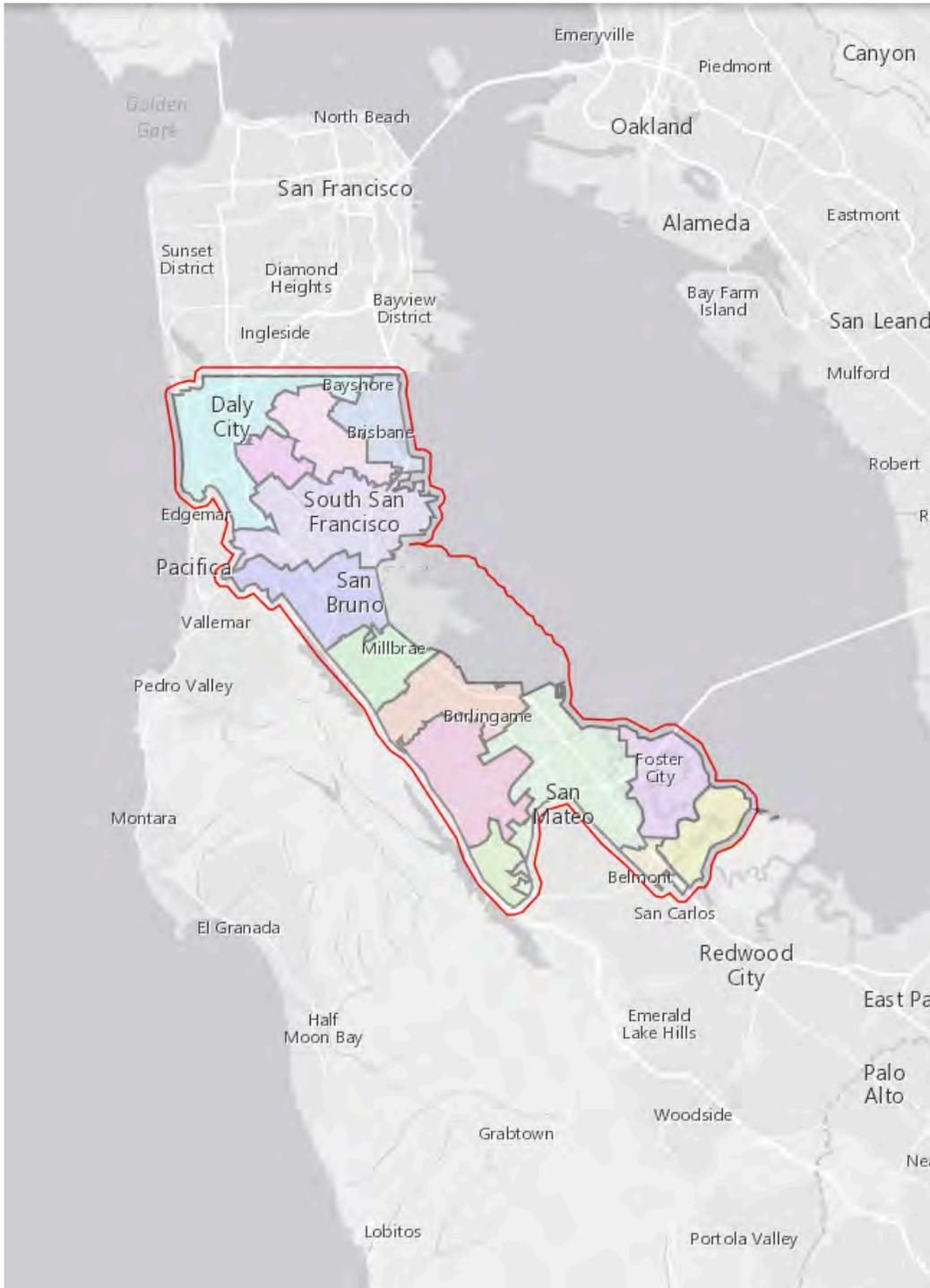
9.1 TERMINAL LIST

🚗 You can view a detail list of flights for the terminal you select

🚗 The list includes the flight number, scheduled vs. estimated time, and status of “On-time” or “Delayed”



10. GEOFENCE



Buffer Zone