DPWT: Curb Driver App Training Material
Introduction to Curb

Curb provides mobile technology for riders to book and pay for trips

- Curb Passengers:
  - Consumers
  - Business
  - Paratransit

- Curb also develops dispatch and payment processing systems for the taxi industry and is one of the largest taxi advertising platforms.
  - Taxi tops & Taxi TV
Different type of Curb Trips

• Curb’s Driver app. provides more jobs to drivers by providing drivers access to any Curb job. Some Curb jobs could require a WAV and will be stated on the offer screen.
  o Consumer
  o Business
  o Paratransit

• Trip fares are contingent on how passengers choose to facilitate transportation seen below:
  o Flat Fare: Provides a fixed rate for the job being offered. Trip fares are calculated based on the distance and estimated time of the passengers’ pick up and drop off locations.
  o Meter: Drivers hire their meter when the passenger enters the vehicle. Local taxi meter rates are used in calculating the trip fare.

• Curb passengers have multiple options on how to pay for their rides:
  o Mobile payment
  o Pay in vehicle - Cash or credit card
Sign Up/ Terms Policy

1. Tap “Sign Up” in the top right then enter your email and a password.

2. Tap “Sign Up” on the bottom

Tap “terms of service” and “privacy policy” to read each respective document

Tap “Accept” to continue
An email will be sent by Curb to verify your account.

Return to Driver app and tap “Log IN”.

Enter your first, last name and mobile phone number.

Tap “Confirm” to continue.

A Verification code will be sent to your mobile phone. Input the code and select “Confirm” to continue.

If you didn’t receive the verification code tap “Resend”.

www.gocurb.com
Region and Vehicle Service Type

6. Select your appropriate Geographic Region

7. Make sure you select the correct region.
Tap “Confirm” to continue

8. Select your appropriate vehicle service type
Personal Account | License Registration

9. Enter your Public Chauffeur License number
   **This will be verified against our records**
   Tap “Confirm” to continue

10. Create personal profile
    **Please add a headshot of yourself for your profile photo & input your current home address.**
    Tap “Confirm” to continue

11. Enter your Drivers License & Taxi License Number and upload a picture of each
    Tap “Confirm” to continue
Vehicle Registration | Application Summary

12. Enter appropriate Vehicle Information and upload an image of the vehicle you will be operating

   Tap “Confirm” to continue

13. A Summary will be shown of all the information you have entered as well as the images you have uploaded.

   Tap “Confirm” to continue

14. Curb will email you the status of your application

   **Curb will let you know if there is an issue with any entered information or uploaded images**

   Tap “OK” to continue
Payment Registration

Select appropriate payment preference on how you would like to be paid

The option “SKIP” is available to add payment information later

Enter appropriate Debit Card or Bank Account information

Tap “Add Payment”
Home Screen

You can go online by tapping on the top right bottom. App menu is on the top left. Your Curb rating is based on (Acceptance Rate, Number of rides, days active, and hours online)

- **Acceptance rate**: Acceptance rate (AR) is the ratio of number of offers accepted by a driver to the total number of offers sent to the driver
- **Number of rides**: Count of all e-hail rides in last 4 weeks (doesn’t include street hail)
- **Number of days active**: Count of days active in last 4 weeks
- **Number of hours online**: Count of number of hours online in last 4 weeks

**This week earning and last week earning**

- At the Bottom you will be able to see the app features:
  - **Home** – View rating and weekly earnings
  - **Offers** - Will allow drivers to view your accepted job offers
  - **Support** - Allows drivers to chat with our dedicated support team real-time
  - **Trips** - Shows ride history
  - Weekly and daily pay
  - Ride paid, pending and cancelled
Flat Fare: Job Offer

The flat fare offer is displayed along with a pickup and drop off address. ETA shows how far a driver is from the pickup address.

Pickup time will say “Now” for immediate pickup or the scheduled time the passenger has requested.

“WAV” will be shown for WAV required jobs

You have 30 seconds to accept the offer.

Tap “Accept Offer” to accept the job.
After accepting the offer, you will see the assigned ride screen if the trip has been assigned to you.

You will see the passenger name and phone number.

Press "Navigate" to get directions to the pickup address. The app will move to the mapping app on your device.

Tap "Arrived" when you are on site to notify the passenger. Do not tap "Arrived" until you are at the pickup address.

If you have issues, call the "Help" number below and give the agent the Ride ID or other info they request.
Flat Fare: Confirm Passenger

Once the passenger is in the vehicle tap “Rider in Cab”

Tap “Call” to call passenger

Confirm the passenger's name and ID#. If you pick up the wrong passenger, you will NOT be paid

Once you have confirmed you have the correct passenger, press “Confirm” to start the trip
Flat Fare: Tolls and Extras

Tap “Navigate” to get directions to the drop off address.
Tap “Tolls” BEFORE you tap “Trip Complete”

Enter the appropriate toll or extra fee associated with your trip and tap “enter”
Flat Fare: Trip Complete and Summary

Tap “Trip Complete” when you arrive at the destination.

After “Trip Complete” is pressed, you will be shown a trip summary.
Support Interface: Chat Feature

- Tap the “Support” button on the bottom to go to “Chat”
- Drivers still retain the option to call
- You are able to connect and speak with Curb Support agents real-time
- Don’t use Chat Feature while driving
A history of all of your trips is available by pressing the menu at the top left side of the screen and pressing “Trip History.” You will be able to see how many rides you completed everyday. You can expand any of the day to see the payment statuses of each ride “PAID” “CASH” “PENDING” or “CANCELLED.”