



**BURLINGTON VEHICLE FOR HIRE LICENSING BOARD
SHARON BUSHOR CONFERENCE ROOM, CITY HALL, GROUND FLOOR, 149 CHURCH
ST. BURLINGTON, VT 05401 OR VIA [ZOOM](#)**

MINUTES OF MEETING

October 23, 2024

Members present: Paul Hines
Stephen Hamlin
Youness Jamil

Also present: Tenzin Chokden
Hayley McClenahan, Assistant City Attorney
Scot Barker, Chief Innovative Office

Meeting start time: 5:35 PM

1. Agenda

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1.1. Motion to amend/adopt agenda

Motion to approve by Stephen Hamlin. Seconded by Youness Jamil. Passed unanimously.

2. Approval of previous minutes

2. Approval of previous minutes from 09/12/2024

Motion to approve by Stephen Hamlin. Seconded by Youness Jamil. Passed unanimously.

3. Public Forum

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No members of the public spoke.

4. Curb Presentation - Taxi App

Michael Mintz, Business Development Director lead the presentation remotely, joined by his two colleagues Lisa Fornatora, Director of Call Center & Dispatch and John Moccia, Director of Dispatch and Media.

Two taxi drivers attended the presentation, Hussein and Mohamed Garib.

Michael Mintz stated Curb is a technology company that primarily serves the taxi industry. They

provide a variety of services, including:

- **GPS Digital meters:** For accurate fare calculation
- **Payment processing:** To handle credit card transactions
- **Dispatch systems:** To manage driver and passenger requests
- **QR code-based payments:** For added convenience and efficiency

Curb operates in both highly regulated markets like New York City and less regulated markets. They adapt their services to meet the specific requirements of each market, including compliance with local regulations and providing the necessary hardware and software.

Michael Mintz demonstrated Curb's technology from a driver's perspective. The system includes a tablet, a receipt printer, and a payment device. The tablet can be purchased outright or through a 12-month payment plan. The drivers can purchase their own tablet. A monthly airtime fee of \$10 applies. The drivers can purchase their own tablet that works with Curb system as well.

The dispatch system sends ride requests to drivers, who can then accept or decline them. Once a ride is completed, the payment is processed through Curb and then disbursed to the driver, minus a credit card processing fee of 2.95% plus a 20-cent transaction fee.

Customers can pay via credit/debit card, cash, or a pair and payment method.

Paul Hines asked if there is mobile version that works with Curb application instead of the current setup.

Michael Mintz replied that they're currently working on Curb 1, which is expected to be released in January 2025. This version will allow drivers to use their phones to accept rides and send electronic receipts to customers.

Youness Jamil asked if Curb will provide 1099 forms for tax purposes.

Michael Mintz responded Curb is only required to report credit card transactions to the IRS.

Mohamed Garib asked if drivers can set their own work hours. Will drivers get paid if a trip is canceled after arriving at the pickup location? John Moccia replied yes.

Lisa added some clients require pre-authorization for pickups outside their service area. This ensures drivers are paid for out-of-service area trips, even if the customer cancels.

Michael Mintz stated Curb offers QR codes for easy pickups. Customers can scan the code, enter their destination, and pay by card. Local businesses can be partnered with to promote this. Curb also offers a call center for dispatching rides.

John Moccia said Curb provides a user-friendly platform for drivers to manage their work and communicate with passengers and dispatch such as:

- **Driver visibility:** Drivers can see available trips and locations.
- **Communication:** Drivers can send and receive messages through the app.
- **Safety features:** Keyboard is disabled when driving over 5 miles per hour.
- **Predefined messages:** Drivers can use pre-written messages for common requests.
- **Centralized communication:** Drivers can communicate with the central dispatch.

Michael Mintz mentioned Curb records detailed information about every trip, including driver, passenger, route,

and payment details. The city could potentially access this data if needed for regulatory or operational purposes. All these could be a valuable resource for the city in terms of understanding taxi operations and ensuring compliance with regulations.

Mark Barlow suggested sharing the recorded presentation with all drivers via email and requesting feedback.

Tenzin Chokden replied that the meeting recording will be posted on Civic Clerk and he can share it with the drivers.

Mohamed Garib mentioned that many drivers have language barriers and might struggle to understand the presentation just by watching the video.

Youness Jamil said he can share this Curb presentation with other drivers and talk to the drivers.

Paul Hines mentioned potentially scheduling another meeting with drivers after gathering feedback.

5. Recent Ordinance Changes

4. Recent Ordinance Changes

Tenzin Chokden updated the progress of posting the notices about credit/debit card payments and taxi meter usage at the airport queue line. Both notices are now posted at the airport queue line.

Paul Hines suggested improving the signage at the airport queue line to better guide customers on the taxi information.

Hayley McClenahan reminded that cash-only drivers must have a sign on their car windows stating "Cash Only." Starting January 1, 2025, they must also have a credit/debit card payment system.

Tenzin Chokden will determine how many drivers are cash-only and offer assistance with signs if needed.

6. New Business

5. New Business

The next meeting is set for 12/17/2024 at 5:30 PM.

7. Adjournment

7.1 Motion to adjourn

Stephen Hamlin motioned to adjourn. Youness Jamil seconded. Unanimously approved.