

How the Driver Pay Works (Updated 8/13/23)

Most Common Errors

Pay Period is Incorrect: The first thing to do is make sure you have the right pay period. The pay period is every two weeks and ends on Sunday at midnight, so make sure the days are Monday through Sunday two weeks later. Payday is normally 5pm on Friday. Direct deposit and check times may vary earlier or later based on when the bank processes it or the mail delivers.

Using Emails instead of RideBits: Emails are only for emergencies if the software goes down. Dispatchers often assign and reassign trips, and sometimes customers cancel, so using emails to determine your pay will create errors almost every time.

The Easiest Way to Estimate: Your pay is approximately 25% to 30% of the total minus tax, fuel, tolls and credit card processing, and is equivalent to \$21 to \$23 an hour both ways in an MKZ plus cash tips, which average \$5 per hour. Navigator and Shuttle rides have a higher equivalent hourly, so do doubles that are not shared with other drivers. Since Navigator and Shuttle trips are limited at \$23/hour both ways, the percentage may occasionally be less than 25%. Hourly including cash tips is normally \$26 to \$28 per hour. Whether you get 25% to 30% depends on the number of 5 Star Reviews you have during the pay period. Each 5 Star Review is roughly a 1% increase in max pay if you aren't already at \$23 per hour before cash tips. Use the estimated number of hours on your pay stubs since these hours are round trip with a customer plus time for car washes and fuel.

What Happens if I Split a Ride with Another Driver?

50%/50% of the total and tips for doubles and 33%/33%/33% for triples. This is one of the things that will throw off your pay calculations if you're not paying attention. Remember to remove the tax, fuel, tolls, and credit card processing first or your numbers will be off. We have a payroll spreadsheet that makes the calculations easy, so refer to the one on your portal. Creating your own or writing it down is a waste of time.

Do Drivers Always Get the Full Tip Amount?

YES!

Hourly Equivalent (Includes Tip on the Reservation / Excludes Cash Tips, Reviews & Maintenance)

MKZ Rides: \$21 to \$23 per hour both ways based on 25% to 30% maximum

Navigator Rides: Max \$23 per hour both ways

Shuttle Rides: Max \$23 per hour both ways

What is a Double?

Option1: Driving a customer from PHX to Sedona, then immediately driving a different customer from Sedona to PHX. You get paid for both as a percentage, so this doubles your hourly equivalent.

Option2: You have two separately paying customers going to roughly the same location or city.

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What Trips Pay More?

All trips pay the same if you are in the same type of vehicle unless there are add-ons for evening, holidays, weekends, extra bags, no sharing, pet cleaning, wait time, car seats, etc. It's not true that longer trips or shorter trips pay more per hour. What actually matters is the total dollar amount of all the trips you do in two weeks. Less down time means a higher hourly as long as you aren't late. Being late or in a dirty car will significantly affect your cash tips and therefore your overall hourly equivalent income. The trips that pay more are SUVs, shuttles and doubles.

The Most Accurate Way to Calculate Your Pay

Watch the payroll video and use the spreadsheet on your portal. No need to reinvent the wheel.

Why We Do What We Do

When we didn't include the tip on the reservation, driver hourly pay was sometimes too low when customers didn't provide a cash tip. Imagine driving 2-5 hours and back with no cash tip, and then figuring out that you only made minimum wage when no tip was included on the reservation. Many people quit for this reason, so we had to do something to make sure driver pay wasn't below \$16 per hour even if the customer removed their tip.

This also removed some of the favoritism and cherry picking involved with drivers wanting or not wanting to do certain rides, because the tip on the reservation was higher or lower on different trips.

When the customer only tips 0% or 10% on the reservation, the company pays more than normal to make up for it.

1099: We will give it to you at the beginning of each year by January 31st unless the income you made is less than the federal requirement (\$600).

Income Verification: If you need help with income verification, please let Daniel know what you need it for, and he can explain the different options. We have options for employees and independent contractors depending on what you need.

Changes: Pay percentages and calculations will increase or decrease over time based on the needs of the business. All contractors sign an agreement that allows management to make changes when necessary to keep the business operating. These changes are infrequent and are not motivated by greed. Changes start at the beginning of the pay period and appear on your portal under How The Pay Works beforehand and on your pay stubs afterwards. Generally speaking, if the company makes more than their target gross margin in a year, the company will pay out a bonus at the end of the year or increase driver pay.