

Toll Roads in Texas

Customers pay for an average amount of tolls. So you can use toll roads when it makes sense. We just don't want drivers to use toll roads all the time to reduce costs. If you don't have a customer in the car, you shouldn't be using toll roads. If the customer specifically asks you to take toll roads and it's more than what they paid, just text Daniel and Maggie or Amanda the difference, so we can add it to their fare.

When you should use toll roads:

- The customer asks you to without being prompted.
- It will greatly impact your customers experience by getting home 30 minutes early.
- When a customer is in the vehicle, and you are concerned about being late for your next pickup.
- When a customer is in the vehicle, the toll isn't much (<\$1), and it saves you a lot of time.

When you shouldn't use toll roads:

- You don't have a customer in the vehicle.
- It's just a bypass for a lot of money (\$3).

Keeping toll costs down also lowers the cost that customer's are quoted; since most customers are price sensitive, being wise about tolls results in getting a lot more work for drivers and helps us afford newer vehicles in Texas.