

How the Driver Pay Works

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 30% of the subtotal. Total minus tax, fuel, tolls and credit card processing, and is equivalent to \$15 an hour both ways in an MKZ plus cash tips. Navigator and Shuttle rides have a higher hourly, so do doubles that are not shared with other drivers.

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 please ask for one rather than attempting to create one on your own.

Do Drivers Always Get the Full Tip Amount?

YES!

Hourly Equivalent (Includes Tip on the Reservation / Excludes Cash Tips)

MKZ Rides: \$15 per hour both ways
Navigator Rides: \$25 per hour both ways
Shuttle Rides: \$48 per hour both ways

MKZ Doubles: \$30 per hour both ways
Navigator Doubles: \$50 per hour both ways
Shuttle Doubles: \$96 per hour both ways

What is a Double?

Option 1: 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.

Option 2: 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 income. The trips that pay more are SUVs, shuttles and doubles.

The Most Accurate Way to Calculate Your Pay

Determine the total of all trips in two weeks from RideBits, not emails, make sure the pay period is correct, subtract the tax (7.9% or 6.9%), subtract the credit card processing (1.4%), subtract the fuel, subtract the tolls, and calculate 30% of that amount. That gives you the minimum driver pay. The actual calculation is 15% base pay plus tips on the reservation plus the minimum pay bonus bringing you to 30%. If you have one or two 5 star reviews within the last 30 days, your maximum pay is raised to 31% or 32% respectively.

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 \$7 per hour 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 \$15 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. Please read more about the minimum pay bonus for details.

1099: If you ask for one, we will give it to you at the beginning of each year unless the income you made is less than the federal requirement.

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.