

Confused or No Directions

Your primary responsibility as a driver is to make people feel safe with you driving. Yes, you are getting people from A to B, but the experience is just as important. Customers should see our service as fast, easy to use, safe, friendly, convenient and reliable.

Even if it's your first day, never say you are confused or don't know where you are going, because your customer will immediately lose confidence in you as a driver and complain either about you or the company.

It's really important that you put the addresses into Google Maps or Waze before you pickup the customer, and keep an eye on the time the app says you will arrive. Both apps will need all of the permissions they ask for to work properly. Passengers shouldn't see you playing with your phone when they are in the car; it looks very unprofessional. Most of the time the customer will assume you are texting and driving.

Option 1 – If you enter their address ahead of time and cancel, it will normally save the address in recent history, so you can easily click on it and get directions.

Option 2 – Put the 2nd address first and then add the next stop. This way you can just hit continue to go to the next address.

Option 3 – Just pull over at a gas station outside the airport and type in the address real quick before you pickup the customer in the airport.

Whatever you do, don't back up and go a different direction; it's safer and less scary to do a U turn. Your customer will definitely contact us and complain if you back up.

Everyone learns where to go in your first week, but try to figure things out when you don't have a customer in the car. Make sure you know how to use RideBits, get directions before you pickup the customer, and read the notes ahead of time.

Stay out of all areas in the airport where you are not allowed to pickup. Don't enter areas that say rideshare, train, bus, charter, van, shuttle or taxi. It doesn't matter where the customer wants to be picked up if it's against airport rules.

The only place you are allowed to pickup at PHX is Prearranged, but don't enter the airport until the customer is at Prearranged and ready for pickup, or security will literally chase you and ask to see all kinds of paperwork. They don't allow you to park or wait for people at Prearranged. You also cannot use the cell phone lot if you are in a company vehicle.

DFW is less strict; you can normally pickup right outside the door on the upper level. You can also use the cell phone lot at DFW.

It never hurts to print out the confirmation email as a backup if it's your first week. Sometimes it's not an MKZ, but an SUV or a shuttle and the number of passengers won't reflect that because they have a lot of bags. You may even need to bring a car seat or booster seat. The customer may even provide a gate code, apartment number, or special directions to find their home.