

Tickengo Training Plan

Tickengo has already implemented a training plan for drivers signing up on its website. Every single driver (user) who uses Tickengo's software-as-a-service platform and who receives ride requests goes through Tickengo's one-on-one user training.

Every driver receives one-on-one training for 30 minutes. The Tickengo representative provides this training in person, as instructor-led training is deemed to be the best pedagogical tool available for maximum attention and retention. Furthermore, the fact that each user receives a private training session ensures full attention and maximum retention. At the end of the 30 minutes training, the driver is asked five random questions to assess his learning during the training. The instructor provides a training manual to the driver. Once the 30-minute one-on-one training has been delivered, the driver signs a document providing certification that the training has occurred. The driver also receives a copy of the training manual for future reference. Additionally the driver is given a phone number that can be called 24 hours per day for follow-up training and support.

In summary, Tickengo provides the following:

1. Training: One-on-one instructor-led training (the most engaging type of training available on the market)
2. Testing: Verbal testing to assess learning results and provide feedback
3. Written Materials: training manual for future reference
4. Verification: certification that the training has occurred

On the following pages is a copy of the training manual provided to each driver using the Tickengo software-as-a-service platform.

Before being activated to receive rides requests all drivers must be compliant with CPUC regulations for TNC drivers. Before driving they go through a complete background check, including criminal history and driving records. They also go through a physical 19-point vehicle inspection.

Tickengo User Training Manual

Program Sections:

1. Safety Tips
2. How Tickengo Works
3. User Experience

1. Safety Tips

In order to help your business as a driver, make sure to practice safe driving. Follow all rules and regulations on the road. Do not speed or break any driving laws. Do not use your phone or app while driving, only when stopped safely on the side of the road or in a parking spot. Never drink and drive. Never drive if taking medication or drugs.

Please ensure that your riders feel comfortable in terms of socializing. Engage in conversation with them if they seem open to it. Never ask riders out on dates or ask for social outings outside of the ride unless explicitly proposed by your client.

2. How Tickengo Works

- Driving users are notified via mobile push notifications, emails and text message when a rider needs a ride in your area.
- Driving users receive ride request only during your periods of availability. If you want to change those periods you can contact your Tickengo Sales Support Representative.
- After driving users receive a ride request on a smartphone they have 5 minutes to accept if they wish to give the ride.
- If they don't accept within 5 minutes, the request is sent to another driver in the queue.
- When driving users accept a ride request, the riders immediately receive a receipt by email. The receipt contains the driver's phone number, personal photo, and photo of the car.
- Driving users also receive a receipt by email with the rider's contact information.
- Driving users can easily add their upcoming rides to their calendars on their smartphones.
- Driving users are encouraged to communicate a lot with the riders right after accepting the ride requests to make sure that the riders show up. Tickengo is not responsible if a rider does not show up.

3. User Experience

Accepting a Ride Request

When driving users receive a ride request (push notifications) they can do the following:

1. Check their calendar and see if they are available.
2. They can accept the ride request if available.
3. They can put the ride in their calendar.
4. They can immediately call to confirm that they will pick them up and leave a voicemail if they don't answer. If it's an airport pick-up, they can request that rider send a text when they land so that driving user will be waiting for them at the terminal.
5. They should also immediately send a text message to rider confirming that they will pick them up and that they have it in your calendar. "Hi Riley, I look forward to picking you up on September 23rd at 7am! :) Have a nice day, Mike"

Before the ride

1. One hour before pick-up, driving user can text the rider saying: "Hi Riley, I look forward to picking you up on time at 7am! :) Thanks, Mike"
2. Upon driving up to the correct address at the pick-up time, driving user can text the rider one last time saying: "Hi Riley, I am ready downstairs whenever you are ready to leave! (No rush). Thanks, Mike"
3. For rides to SFO: driving users should arrive at the pick-up address 5 minutes in advance.
4. For rides from SFO: driving user can park their car near SFO before the pick-up time and send a text to the rider saying that they are there. They can wait for the rider to come out the terminal and drive to pick rider up (flights often arrive 5 to 10 minutes in advance).
5. Arrival times: for each pick-up at an airport, driving user will receive the **Airline** and **Flight Number** in the receipt that is

emailed to them or visible on the website. Before leaving, the arrival time should be double checked using Google search or free apps such as the following:

Android: <http://www.flightstats.com/go/Home/home.do> or <https://play.google.com/store/apps/details?id=com.mobiata.flighttrack>

iPhone: <http://www.flightstats.com/go/Home/home.do> or <https://itunes.apple.com/us/app/flighttrack-live-flight-status/id296240199?mt=8>

If there are significant changes in the arrival time (either early or late, for example over 30 minutes), and driver user can no longer make the modified pick-up time, they may cancel the ride. A new request will be sent out for an alternate driver.

During the ride

1. This is driving users' own businesses! Make the riders' experience unique and fun to get great reviews. The more good reviews, the more driving users will be at the top of the queue for ride request distribution.
2. Driving users may consider offering bottles of water or snacks (DollarTree sells 6 packs of spring water for \$1)
3. Driving users may consider helping people carry their luggage in and out of the car if they are able to
4. Driving users may consider offering a charger for people to recharge their mobile devices

After the ride

1. Rider clients get charged 24 hours after their trip. Driving users must notify Tickengo if a rider cancels a trip before then.
2. After 24 hours, driving users can write a review for the benefit of the rider online. The ride will then disappear from "reviews" on the driver dashboard on his web profile. Driving users must wait 24 hours after ride departure for the automated validation process to occur; then they will be able to rate the rider by going to "reviews" under "dashboard" on the website. (no trips codes are necessary anymore, despite the prompt by the app; no need to enter anything after the rides anymore).
3. Driving users can invite riders to post a photo of their ride on

Facebook, Twitter, Instagram...this is important for the service grow and more requests to be sent.

4. Driving users are requested to not accept tips in order to help create an attractive service. Price paid by the rider is a flat rate going to the driving user who pays a 15% commission to pay for Tickengo's software service.

If driving user can't provide a ride already accepted

1. Driving user must call or text Tickengo sales rep immediately.
2. Tickengo will enable other driving users to accept a new ride request. If a replacement is not found, the passenger will not be charged.
3. It is important for this not to happen often as it will directly affect the future number of ride requests generated on the platform.

General Guidelines

- If there is a no-show on a ride already accepted, the driving user account will be suspended immediately and charged a \$100 suspension fee.
- Always be on time!
- Don't advertise other companies but Tickengo with the clients you get through Tickengo!
- Driving users are encouraged to maintain a friendly behavior with riders.
- Driving users are encouraged to make their best efforts to make riders happy and provide a unique experience.
- "Your customers are always right!"

Tickengo Flat Rates

0 to 17 miles	\$35.00
16 to 20 miles	\$45.00
21 to 25 miles	\$60.00
26 to 30 miles	\$70.00

31 to 35 miles	\$80.00
36 to 40 miles	\$90.00
41 to 45 miles	\$100.00
46 to 50 miles	\$110.00
> 50 miles	\$120.00

Billed Options

Stops are billed \$10 each.

Payments

- When driving users write a review of a rider into the app or in the user web interface, that ride is erased from “upcoming rides”.
- Users can see their balance in their website account:
Dashboard > Balance
- Transfers are made each Monday in driving users’ PayPal accounts.
- Tickengo withdraws a 15% commission payment out of driving users’ revenues.

7/7 Support

Driving users can contact Tickengo by phone if they have questions.

19-Point Vehicle Inspections

Driving users must be verified that the following 19 items function on their vehicles.

1. Foot brakes
2. Emergency brakes (engine stall test)
3. Steering mechanism
4. Windshield
5. Rear window and other glass
6. Windshield wipers
7. Headlights
8. Tail lights
9. Turn indicator lights
10. Stop lights
11. Front seat adjustment mechanism
12. Doors (open, close, lock)
13. Horn
14. Speedometer
15. Bumpers
16. Muffler and exhaust system
17. Condition of tires, including tread depth
18. Interior and exterior rear view mirrors
19. Safety belts for driver and passenger(s)

I certify that I have received this training, a car inspection and that I agree to these guidelines.

Driver Full Name and Date