

Time Assigned Percentage Policy

Issued by:	Operations
Approved By:	VP, Growth
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Supplemental documents:	N/A
Supersedes:	All previous policies prior to December 2024

1. Purpose:

The purpose of this policy is to ensure consistent driver engagement and operational efficiency across Alto's service offerings. By clearly defining expectations and performance standards, this policy aims to promote high productivity, enhance service quality, and recognize top performers. Additionally, it establishes a fair and transparent framework for monitoring accountability and incentives to maintain alignment with Alto's operational goals and customer satisfaction.

2. Scope:

This policy applies to all Alto drivers who are scheduled to work six or more hours per week. It encompasses expectations for driver engagement and performance, as measured by the TAP (Time Assigned Percentage) score. The policy outlines requirements for maintaining service standards on the Uber and Alto platforms, as well as procedures for monitoring compliance, providing incentives, and addressing non-compliance. It applies universally to all markets where Alto and Uber operate, ensuring consistency and accountability across the organization.

3. Policy Statement:

Time Assigned Percentage (TAP) Score is calculated as:

$$\text{Time assigned on Uber trips} \div \text{Paid time}$$

Time assigned on Uber trips: This measures the time spent en route to a passenger and time with a passenger in the car.

Paid time: This is total worked hours per driver and includes: regular time and overtime hours and does not include unpaid breaks or any other non-worked time (sick time, etc).

Score goal: Drivers that work six or more hours in a week are expected to have a **minimum TAP score of 50%**. A TAP score below 50% means that the driver is spending more than half of their time on not taking trips.

Monitoring:

Drivers' TAP (Team Accountability and Performance) scores will be evaluated on a **weekly basis**, covering the period from **Monday through Sunday**. Performance will be assessed against established standards, with the goal of reinforcing Alto's commitment to operational excellence and exceptional service.

- **High Performers:**

Drivers who rank within the **top 10% of TAP scores** for the week **and have no meal break violations** during that period will receive a **\$50 performance bonus**, added directly to their paycheck. This incentive is intended to recognize and reward drivers who consistently deliver high-quality service while adhering to compliance expectations.

- **Non-Compliance:**

Drivers who fail to meet TAP expectations or violate key performance or compliance standards will be subject to **progressive disciplinary action**, in accordance with Alto's Progressive Disciplinary Policy as outlined in the Employee Handbook.

Employee Responsibility and Expectations:

- **Adherence to Online Requirements:** Drivers are required to remain online and active in the Uber app during their shifts, except when directed otherwise by a supervisor for operational needs or while on an unpaid break.
- **Performance Monitoring:** Drivers will receive weekly email updates outlining their performance metrics and are encouraged to regularly review and monitor their progress.
- **Appeals Process:** Drivers who believe they have received a disciplinary action in error may submit a request for review by contacting their local HR team.
- **Coaching and Development:** Alto reserves the right to provide additional coaching or guidance based on the prior week's market performance and individual driver metrics to ensure continuous improvement and compliance with company standards.