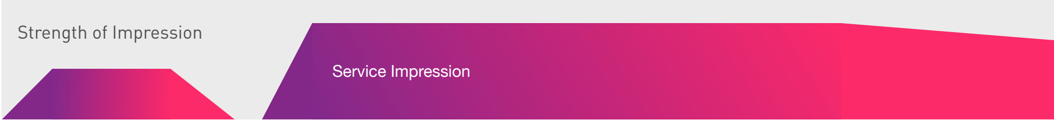
Owner Journey



Booking

- Owner lists vehicle

Drop Off

- Owner arrives @ FlightCar
- Owner begins Checkin flow
- Owner completes checkin flow
- **Owner enters transport vehicle**

Departure Flight

Owner transport enters Airport geofence

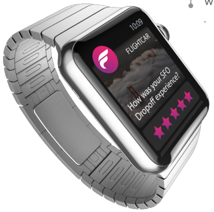
Owner's transport stops at departures drop off zone

Owner proceeds to security check

Owner proceeds to gate

Owner boards flight

Take off



Prompt for dropoff rating when owner opens app.

In flight

Flight begins final descent

Flight Lands

Flight Taxis

Flight begins deboarding

Owner deboards

Owner proceeds to transport

Owner leaves Airport geofence

Return Flight

Owner enters airport geofence

Take off

In flight

Flight begins final descent

Flight Lands

Flight Taxis

Service Impression

- Flight begins deboarding
- Owner deboards
- Owner opens FlightCar app
- Owner requests a ride to FlightCar station
- Owner proceeds to pickup point
- Owner arrives at FlightCar station
- Owner begins

Expire dropoff rating after owner has arrived from their return flight.

Experiences are intangible. A customer's impression of an experience fades over time and can be influenced by unrelated events that occur between their initial experience and the time of survey inquiry.

In an effort to better our business, we need to collect accurate feedback from strong, fresh impressions.

s checkout

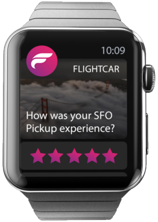
Owner completes checkout

Owner leaves FlightCar station

Owner leaves FlightCar geofence

Reflection

Owner's location settles for > 20 minutes.



How was your SFO Pickup experience?

Prompt for pickup rating when owner opens app.

FlightCar