

Union Pacific Uber FAQ



Process

We've tried Uber before and it didn't work very well, what's different now?

- Union Pacific has partnered directly with Uber to build thousands of UP specific pick up and drop off points and create roads in the app to navigate the driver.

Can Uber's do everything our traditional vendors do?

- No, Uber is only available for trips where the location is suitable for an Uber driver to park and doesn't involve an assist.
- Uber's are not sent down challenging Right-of-Way or deep into terminals.
- Uber is only used in areas with high levels of supply.

What is different about the passenger experience with Uber for Union Pacific vs my personal Uber account?

- Uber for Business elevates the Uber experience by providing the highest rated drivers in the area to Union Pacific

Can an Uber trip taken for Union Pacific affect my personal Uber account?

- No, there is no affect on an employees personal Uber account. For instance, if a driver rated an employee low, it would not be translated to the employees personal account.

How is a trip dispatched?

- Local management will enter a ride into Uber on behalf of the crew
- The crew will receive a text message and phone call detailing the ride with ETA, vehicle, and driver name

What do we do in the event of an accident?

- Same process as traditional vendors, notify management, RMCC, and Crew Support

We had an issue with an Uber Driver, who do we contact?

- Send the issue to crewsupport@up.com, they will investigate the issue and pull the driver from service if necessary

Driver

Are Uber drivers vetted?

- Uber's background check process is equivalent to the eRailSafe
- Process includes: Criminal (federal/state), driving record, identity verification along with regular re-checks and notifications

What insurance covers UP employees in Uber?

- Uber driver's are required to have insurance that is verified by a 3rd party
- In addition, UP has a business relationship with Uber matching Union Pacific requirements for all Crew Transport vendors.

Does Uber have Hours of Service Requirements?

- The Uber app is disabled for 6hours after 12hours of activity
- To ensure compliance drivers take pictures of themselves throughout the day to verify driver identify through facial recognition

What is stopping a driver from being online to Uber and Lyft and going over 12hrs of service?

- There is nothing stopping a driver from performing work outside of Uber, just as there is nothing stopping drivers from traditional vendors

Does Union Pacific tip Uber drivers?

- No, Union Pacific does not tip and there are no expectations for Union Pacific employees to give cash tips
- Union Pacific orders UberXL trips which offer higher fare amounts

Vehicle

What kind of vehicle will pick up employees?

- Union Pacific orders UberXL rides which are mid-to-large size SUVs or minivans.
- In rare cases, smaller vehicles are ordered to ensure pick up

What is the vehicle inspection process?

- Vehicle inspections are performed by a certified mechanic upon activation on the platform and renewed annually or every 50k miles
- Vehicle inspections cover Interior/Exterior Condition and a Mechanical Inspection