

# Union Pacific Uber FAQ



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## 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](mailto: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 3<sup>rd</sup> 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