HUMAN PERFORMANCE FACTORS GROUP CHAIRMAN'S FACTUAL REPORT

Human Performance Attachment – Uber ATG Vehicle Operator Duties

Tempe, Arizona

HWY18MH010

(2 pages)

Indoc Trainee Eval Scoring Rubric 05/16

STANDARD FOR EACH CATEGORY

Piloting	Copiloting	In Vehicle Communication	Customer Service/Professionalism	Following Instruction	Coachability/Attitude (Intangibles)
• Checked for seat belts, adjusted mirrors and steering wheel *Confident body language • Hovered appropriate pedal • Eyes continuously looking ahead *Checks blind spots before merges and turns • Consistent and smooth accel/decel when manually driving • Smooth and Quick auto to manual transitions • Used pedals to disengage • Follows all traffic laws	• Logged in and got the OCS in a ready state efficiently • Notified pilot of advisories • Knows proper steps to escalate troubleshooting issues to fleet desk • Quickly responds on Slack • Enter appropriate hashtags • #rt when necessary	**Pilot** • Calls out "abnormal" behaviors • Verbally checks for seat belts **Copilot** • Calls out advisories • When customers aren't in the car the copilot called out stops signs, acc and traffic lights	• #superpumped • Optimistic Leadership • Customer Obsession • Pleasant demeanor • Executes PR questions with professionalism • Avoids controversial conversation	• Executed fleetio checklist • Follow all site specific rules • Followed through with trainer specific instruction • Ran stock vehicles compliantly/non-compliantly when instructed to do so	• Accepted and applied trainer/peer feedback • Owner not renter attitude • Positive (worked to make theirself and everyone around them better) • Self-assessed performance (HIGH LEVEL)

SCORING

4	3	2	(red)
Excellent -Consistently operated at or above the standard-	**Good** -Consistently performed at the standard-	**Needs Improvement** -Inconsistent. Needs to improve-	**Unacceptable** -Performed at a level that is unacceptable for a VO-