



# Safety Advisory Board

October 23, 2024

NGRV

NIGH GOLDENBERG  
RASO & VAUGHN

Trial Exhibit No.  
**P-00010**

Uber

P-00010.00001

# Welcome

## Darren Baldwin

## **Day One**

**01** COE and the Commops team Overview

**02** Trust & Safety Overview

**03** Team Structure

**04** Lifecycle and Type of Incidents

**05** Incidents Presentation

### ***Meet Outside***

**06** Waymo to dinner

### ***Dinner***

# Phoenix COE Office

201 E. Washington (4th and 10th floor)



A/C Privileged & Confidential



P-00010.00004

# What is Community Operations?

## About

Community Operations is an organization responsible for Uber's customer support network

## Mission

Be a world-class support organization that scales effectively, is reliable, consistent, and provides **unmatched service** to our Uber community.

## Leadership



**Troy Stevenson**  
Global Head of Community Operations



**Mariano Fiscella**  
Senior Director,  
Community Operations,  
US&Canada

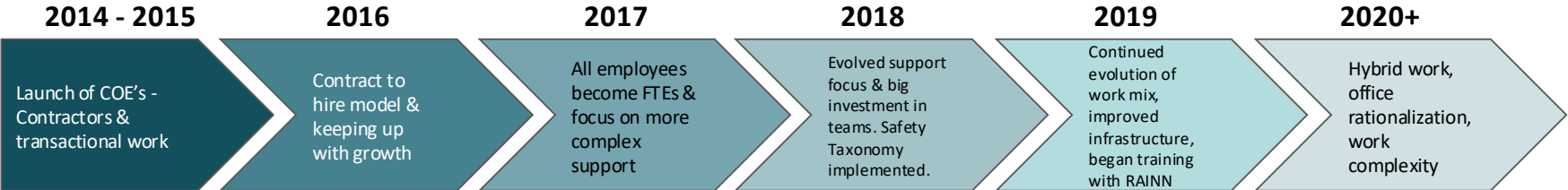
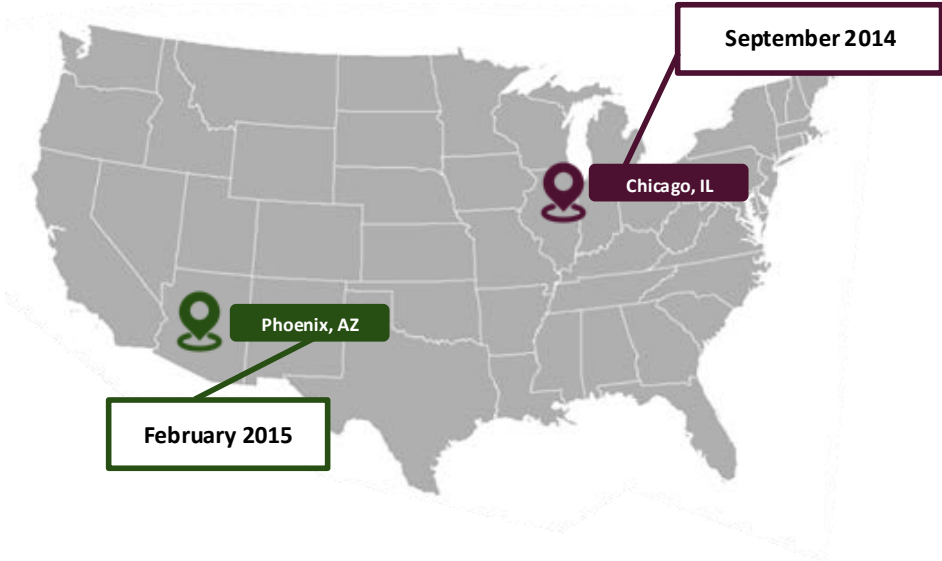


**Eric Hamidy**  
Director,  
Head of Field Operations,  
US&Canada

US&C COEs | Chicago & Phoenix  
900+ FTE

US&C Greenlights | 34 Greenlights  
275+ FTE

# US&C COE | Evolution



# Trust & Safety Overview

# Function Overview

What is the Trust & Safety Support Team and how does it contribute to our **Stand for Safety** initiative?

Trust & Safety Support provides fast and empathetic support, investigates incidents, and enforces standards.

**Help** impacted users quickly and with empathy

**Investigate** urgent incidents

**Enforce** safety standards and account actioning accurately

**Provide accurate data and insights** to inform safety models

# US&C Trust & Safety Org Structure



**Sr. Program Leader, Trust & Safety**  
Darren Baldwin (322)

## Trust & Safety Triage and C360/Projects team



**Sr. Manager**  
Joshua Moroney

### C360/Projects Team (4)

Team Lead  
MJ Williams

### Triage Team (77)

Manager  
Sharon Canik

Team Lead  
Haley Albrecht

Team Lead  
Genesis Jonker

Team Lead  
Jessica Topolski



**Manager**  
Sharon Canik (swing / night shifts)

### Triage Team (46)

Team Lead  
Daniel Ramirez

Team Lead  
Raymond Marin

Team Lead  
Dave Marten

Team Lead  
Sara Quaranto

Team Lead  
Santos Cardona Jr

## Trust & Safety Investigations



Miguel Lozan

**Manager**

Frank Barry



### Trust & Safety Investigations Team (99)

Team Lead  
Scott Mead

Team Lead  
Bee Brown

Team Lead  
Trevor Mehle

Team Lead  
Silas Freeman

Team Lead  
Ruben Quinonez

Team Lead  
Hannah Lindsey

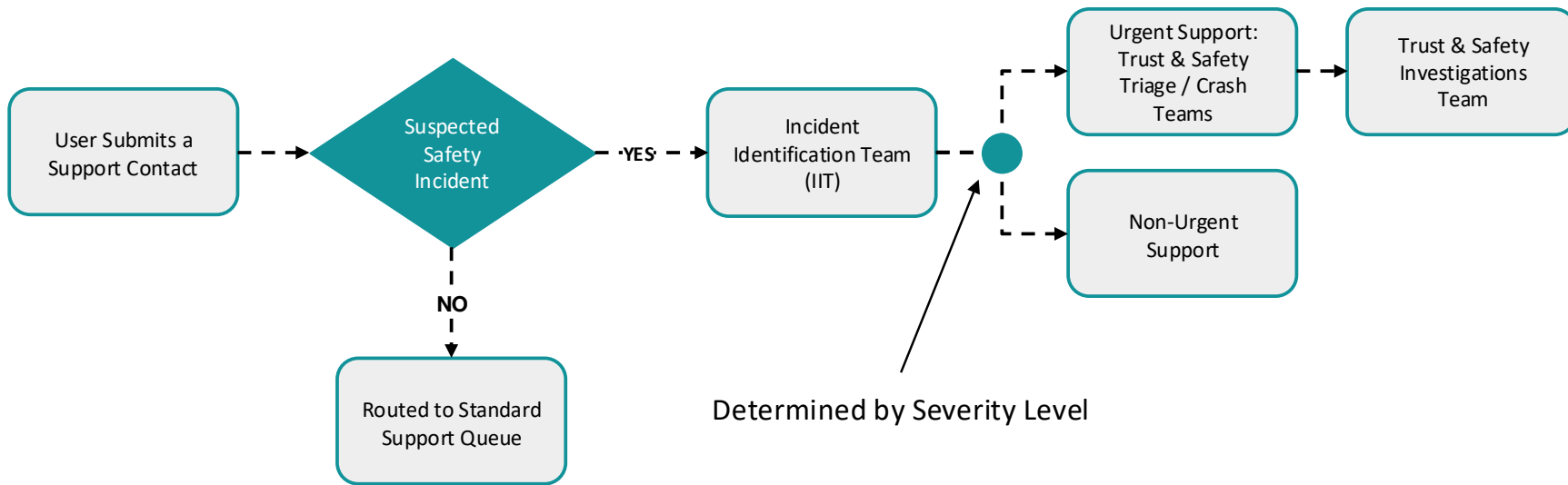
Team Lead  
Maggie Broadwell

Team Lead  
Ally Cissna

Team Lead  
Joanna McCarthy

Team Lead  
Ryan Gittelman

# Lifecycle of a Safety Contact



## Triage

- First responders to critical safety incidents
- Sense of urgency in acknowledging reports
- Appropriate identification and routing of reports
- Empathy and support extended to reporting parties
- Case creation and handoff to Investigations team

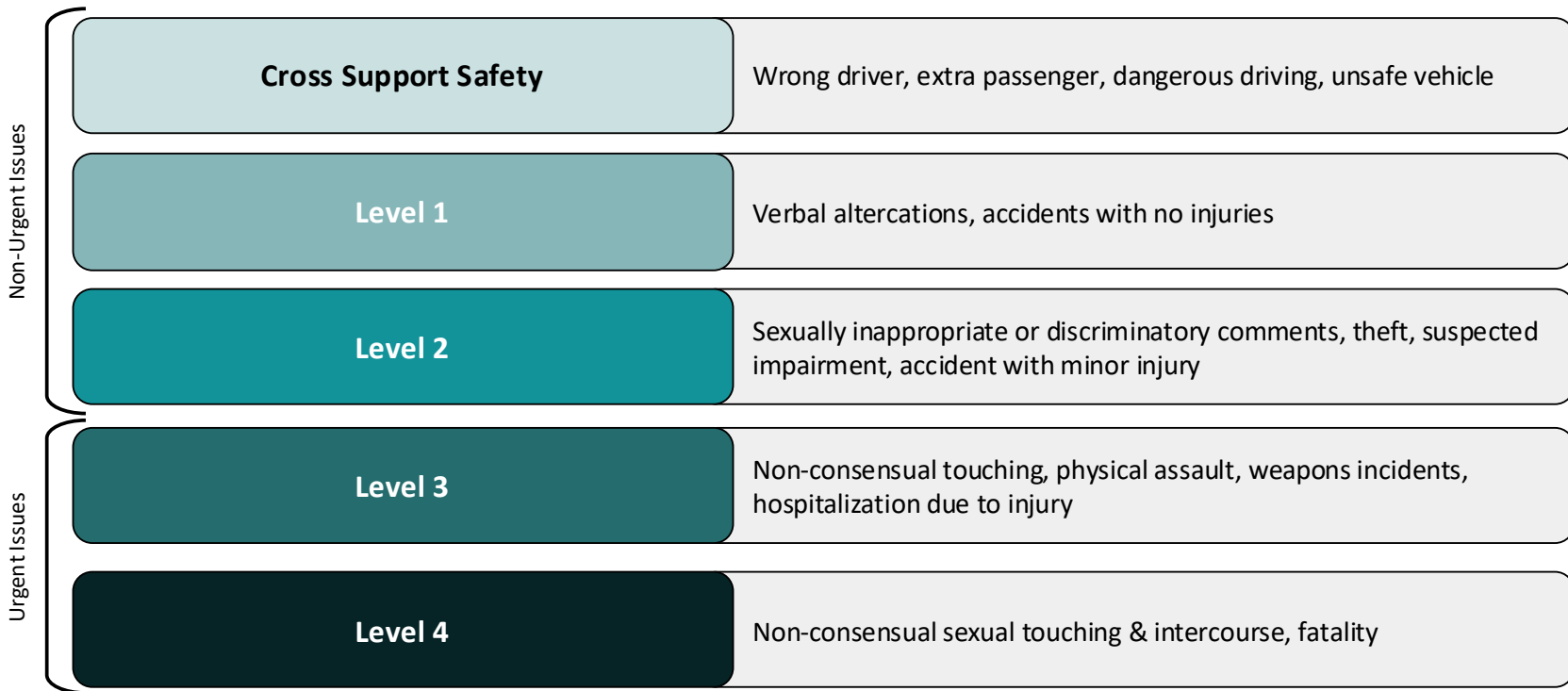
## Investigations

- Investigation and in depth review of critical safety incidents
- High urgency, Brand risk
- Provides empathetic support while investigating critical or sensitive reports from drivers, riders, or guest riders and bringing to a resolution, including the actioning of reported against accounts
- Provides additional resources for RAINN, PSRT Portal, etc..

## Project/C360

- Monitors and actions safety C360s and initiates process improvement
- Completes audit requests from Safety Stakeholders to identify process improvements
- Manages recognition and awards initiatives for TSI & Triage
- Manages communication of LOB updates through team landing pages, emails & huddle decks
- Tracks and reports on QA

# Severity Levels | Contacts are triaged based on incident severity



# Safety Taxonomy

Uber's Global Safety Taxonomy is distributed across 12 incident type categories, with varying levels of severity.

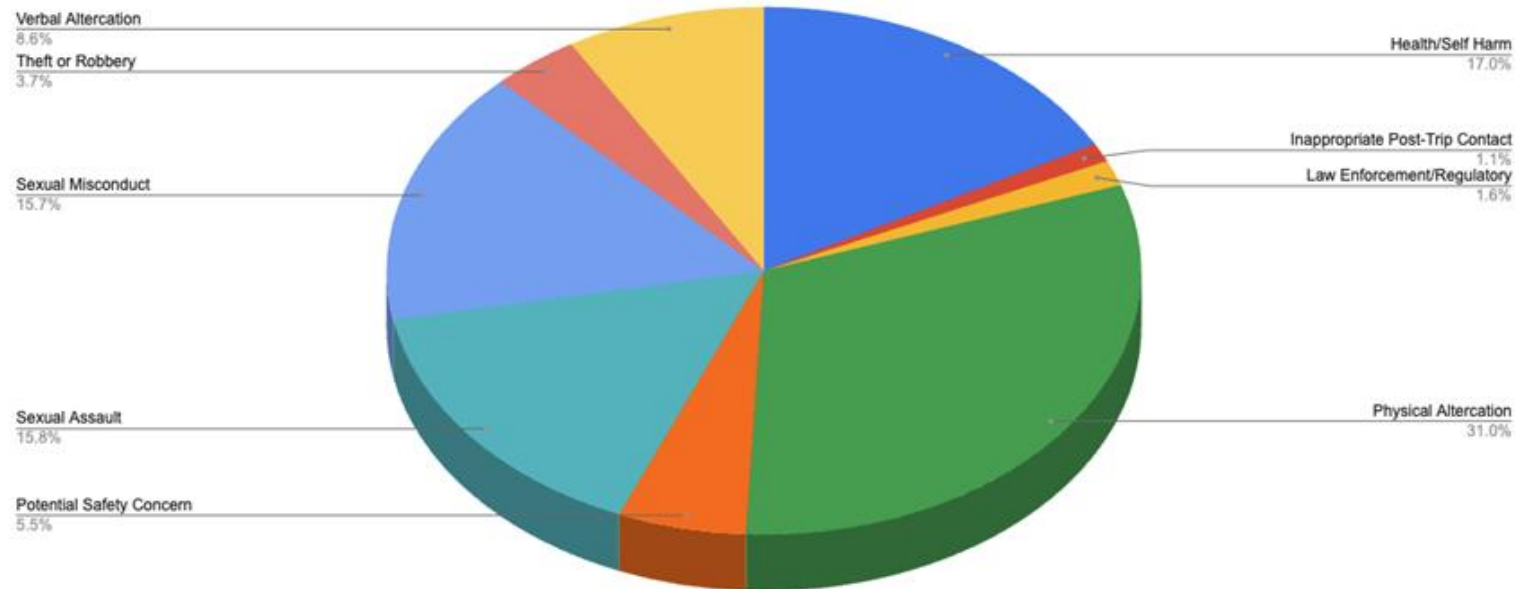


Definitions, sub-categories, and examples can be found at

Sexual Assault	L3, L4
Vehicle Crash or Claim	L1, L2, L3, L4
Theft or Robbery	L2, L3, L4
Sexual Misconduct	L2, L3
Physical Altercation	L3, L4
Verbal Altercation	L2, L3
Substance Abuse	L2
Inappropriate Contact	L2, L3
Health / Self-Harm	L3, L4
Law Enforcement / Regulatory	L2, L3, L4
Potential Safety Concern	L1, L2, L3
Dangerous Driving	L1

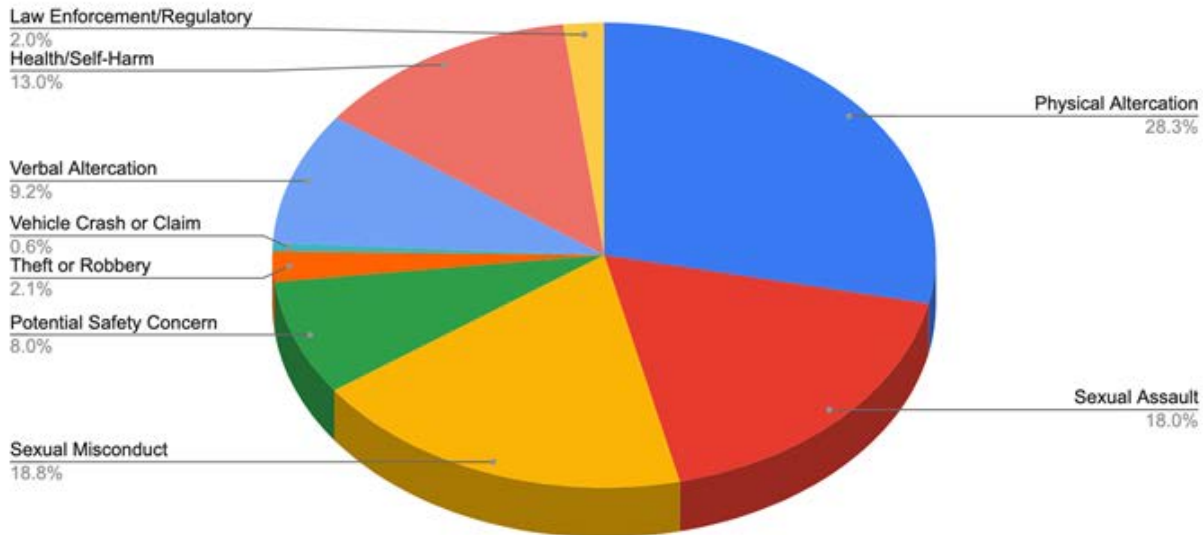
# Top Issues Types | Triage

September 2024 Inflows



# Top Issues Types | TSI

## September 2024 Inflows



# Summary | RAINN Safety Agent Training

## Training Objectives/Goals

- The Trauma Informed Approach training series prepares Uber's Safety Agents who handle sensitive incidents such as SA/SM to deliver specialized support to survivors. This training program was created in partnership with RAINN to provide training to agents on the skills needed to respond to sensitive incidents with a victim-centered approach.

## Content Development Process

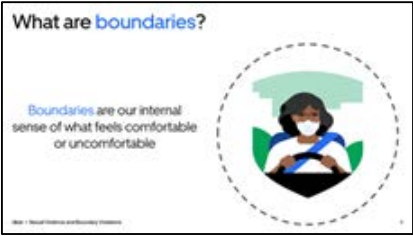
- All training content was provided by the experts at RAINN.
- Training content was customized based on feedback from Uber Safety teams
- Content was developed into learning assets by Uber's L&D Team
- RAINN and Uber's Safety Teams provided feedback on learning assets
- Uber's L&D Team finalized materials
- RAINN provided Train-the-Trainer sessions to Uber Trainers to prepare the L&D teams to deliver needed content

# Learning Journey | RAINN Safety Agent Training



**Introduction**

- Topics:**
- Module 1: What to Expect from the Trauma-Informed Approaches Journey
  - Module 2: RAINN's Core Principles
  - Module 3: Key Terms and Definitions
  - Module 4: Information on Reporting and Resources at Uber
  - Module 5: Emotional Safety and Self-Care



**Webinar Series**

- Topics:**
- Sexual Violence and Boundary Violations
  - Power Dynamics and Sexual
  - Bias and Other Influences
  - Challenges and Barriers
  - Impact of Trauma
  - Victim-Centered and Trauma-Informed Communication Strategies
  - Gathering Information for a Report
  - Resilience for Uber Agents



**In-Person Workshop**

- Topics:**
- Trauma-Informed Approaches Debrief Workshop
  - Call Simulation: The Freeze Response



# Reporting a Safety Incident

1

A safety issue can be filed many ways



Help.Uber.com

Visit [help.uber.com](https://help.uber.com) for FAQs and to connect with customer support



Uber Support

**RIDERS** go to [Menu > Help](#) and tap [Report an issue with this trip](#)  
**DRIVERS** tap [profile image > Help > Trips and Fare Review](#) to report



Emergency Assistance

If you call a 911 dispatcher right from the app, a report is automatically filed with Uber



Additional Channels

Any safety issues from social media, in-person support centers, and Law Enforcement are documented

# Questions?

# Incidents Presentation

Victoria Burke

# Case 1

# Contact Shadowing - Earner concern



“Was very inappropriate, touched me multiple times, touched my boob”

**Case 1**      **BOX**

Safety Case Management / SAFE- [REDACTED]

**21-Sep-2024 - Oklahoma City / 184 / United States / South / US Central & Canada / US & Canada - L4 - Non-Consensual Touching - Sexual Body Part**

[Edit](#)   [Add comment](#)   [Assign](#)   [More](#)   [Done](#)

**Details**

Type:	<a href="#">Global Incident / Accident</a>	Resolution:	Confirmed
Component/s:	<a href="#">Oklahoma City / 184 / United States / South / US Central &amp; Canada / US &amp; Canada</a>	Security Level:	BPO-Hidden
Labels:	<a href="#">RA</a>		

**People**

Assignee:	[Avatar]
Reporter:	[Avatar]
Votes:	0
Watchers:	4

**Case Details**   [Investigation Info](#)   [Accident and Claims](#)   [Resolution Info](#)

Executive summary: **Statement of Experience - Y**

- Was this a firsthand account? Y - Driver reported
- Was there a definite allegation?: Y - Sexual Assault
- Was there enough information?: Y - Successful Phone Call attempt to gather more information
- Is the SOE Sufficient or Insufficient? Sufficient

**Primary Category Questions**

**Dates**

Created:	22/Sep
Updated:	23/Sep
Resolved:	23/Sep
Date of Incident:	21/Sep

**Agile**

[Filed on a board](#)

# Contact Summary - Non-Consensual Touching - Sexual Body Part



## Key Insights or Recommendations

### Concern:

- Driver reports a rider touched their arm, kissed their hand and touched their breast while complementing them.

### Process:

- Rider's account was placed on hold throughout investigation.
- Driver was able to provide video footage of the incident.
- The rider's account was permanently banned due to confirmation via dashcam footage.

### Tools:

- Box

# Case 2

# Contact Shadowing - Delivery Person



“I would not like to deliver to him again thats all”

**Case 2**      **Fractal**

Case 2      SAFE Case JIRA EATS / EATS [REDACTED]

**17-Sep-2024 - Tuscaloosa / 325 / United States / Southeast / US East / US & Canada - L3 - Non-Consensual Touching - Non-Sexual Body Part**

[Edit](#)   [Add comment](#)   [Assign](#)   [More](#)   [Done](#)

**Details**

Type:	<input checked="" type="radio"/> Global Incident / Accident	Resolution:	Resolved
Priority:	<input type="radio"/> TBD	Fix Version(s):	None
Affects Version(s):	None		
Component(s):	Tuscaloosa / 325 / United States / Southeast / US East / US & Canada		
Labels:	alpha ra		

**People**

Assignee:	[Avatar]
Reporter:	[Avatar]
Votes:	0
Watchers:	0

**Case Details**   **Investigation Info**   Resolution Info

Executive summary:   **Statement of Experience - Y**

- Was this a firsthand account? Y - Successful phone call with SRL
- Was there a definite allegation? Y - There was a definite allegation of Sexual Assault
- Was there enough information? Y - There was enough

**Dates**

Created:	17/9
Updated:	07/9
Resolved:	19/9
Date of Incident:	17/9

**Avila**

# Contact Summary - Guest Rider concern



## Key Insights or Recommendations

### Concern:

- The delivery person reported a Restaurant Customer grabbed their arm as they were walking away from sexual advances

### Process:

- The Restaurant Customer was placed on hold during this investigation.
- With the use of GPS data, the Restaurant Customer was reactivated with no warning as the GPS materially conflicted with the reporting party statement.

### Tools:

- Fractal

# Case 3

# Contact Shadowing - Physical Altercation - No Weapon - No Injury



“As soon as the riders got in the vehicle, they began fighting”

**Case 3**      **Safety Media**

Safety Case Management / SAFE: [REDACTED]

### 28-Sep-2024 - Kitchener-Waterloo / 341 / Canada / Canada / US Central & Canada / US & Canada - L3 - No Weapon Involved - No Injury

[Edit](#)   [Add comment](#)   [Assign](#)   [More](#)   [Done](#)

**Details**

Type:	<a href="#">Global Incident / Accident</a>	Resolution:	Resolved
Component/s:	<a href="#">Kitchener-Waterloo / 341 / Canada / Canada / US Central &amp; Canada / US &amp; Canada</a>	Security Level:	BPO-Hidden
Labels:	<a href="#">#RELEVANT</a> <a href="#">LE_Inbound</a> <a href="#">deviation_approved</a> <a href="#">more_strict_deviation</a> <a href="#">ra</a>		

**Case Details**   [Investigation Info](#)   [Resolution Info](#)

Executive summary: **Statement of Experience - Y**

- Was this a firsthand account? Y - Driver gave firsthand experience via Bliss
- Was there a definite allegation?: Y - Rider punched the Guest Rider
- Was there enough information?: Y - There is enough information

**People**

Assignee: [REDACTED]

Reporter: [REDACTED]

Votes: 0

Watchers: 5

**Dates**

Created: 28/Sep/2024

Updated: 30/Sep/2024

Resolved: 30/Sep/2024

Date of Incident: 28/Sep/2024

**Agile**

[Find on a board](#)

# Contact Summary - Physical Altercation - No Weapon - No Injury



## Key Insights or Recommendations

### Concern:

- Driver reported a Physical altercation where a rider attacked another rider while on the trip

### Process:

- Rider was placed on hold during this investigation.
- The rider did not answer TSI's outreach, and was permanently banned as a result of the report.

### Tools:

- Safety Lens

# Case 4

# Contact Shadowing - Rider Concern



“My driver raped me”

**Case 4**      **Fractal**      **Chronicle**

Safety Case Management / SAFE [REDACTED]

**24-Aug-2024 - Denver / 24 / United States / South / US Central & Canada / US & Canada - L4 - Non-Consensual Sexual Penetration**

[Edit](#)   [Add comment](#)   [Assign](#)   [More](#)   [Done](#)

**Details**

Type:	<b>Global Incident / Accident</b>	Resolution:	<b>Resolved</b>	Assignee:	
Component/s:	<b>Denver / 24 / United States / South / US Central &amp; Canada / US &amp; Canada</b>	Security Level:	<b>BPD-Hidden</b>	Reporter:	
Labels:	<b>EA</b>			Votes:	
				Watchers:	

Case Details   **Investigation Info**   Accident and Claims   Resolution Info

Executive summary:   **Statement of Experience - Y**

- Was this a firsthand account? Y - Rider provided a firsthand report
- Was there a definite allegation?: Y - Rider directly accused the Driver of non-consensual penetration
- Was there enough information?: Y - Enough information was provided
- Is the SOE Sufficient or Insufficient? Sufficient

**Dates**

Created:

Updated:

Resolved:

Date of Incident:

**Agile**

[Find on a board](#)

# Contact Summary - Non-Consensual Sexual Penetration



## Key Insights or Recommendations

### Concern:

- The rider reports that their driver raped them.

### Process:

- The driver was placed on hold throughout this investigation.
- With the use of GPS data, the driver was reactivated with no warning as the GPS materially conflicted with the reporting party statement.

### Tools:

- Fractal

# Questions?

# Meet outside at 4:40 sharp

## Waymo trip

Waymo 1	Waymo 2	Waymo 3	Waymo 4
<b>Gus</b> Sec. Johnson John Henshaw	<b>Abby Wheeler</b> Claire Jarashow Indira Henard	<b>Roger Kaiser</b> Erica Olsen John Pistole	<b>Kevin Gay</b> Bella Dinh-Zarr Janet DiFiore

