

UBER

Personal Safety Deep Dive

Sexual Assault Focused



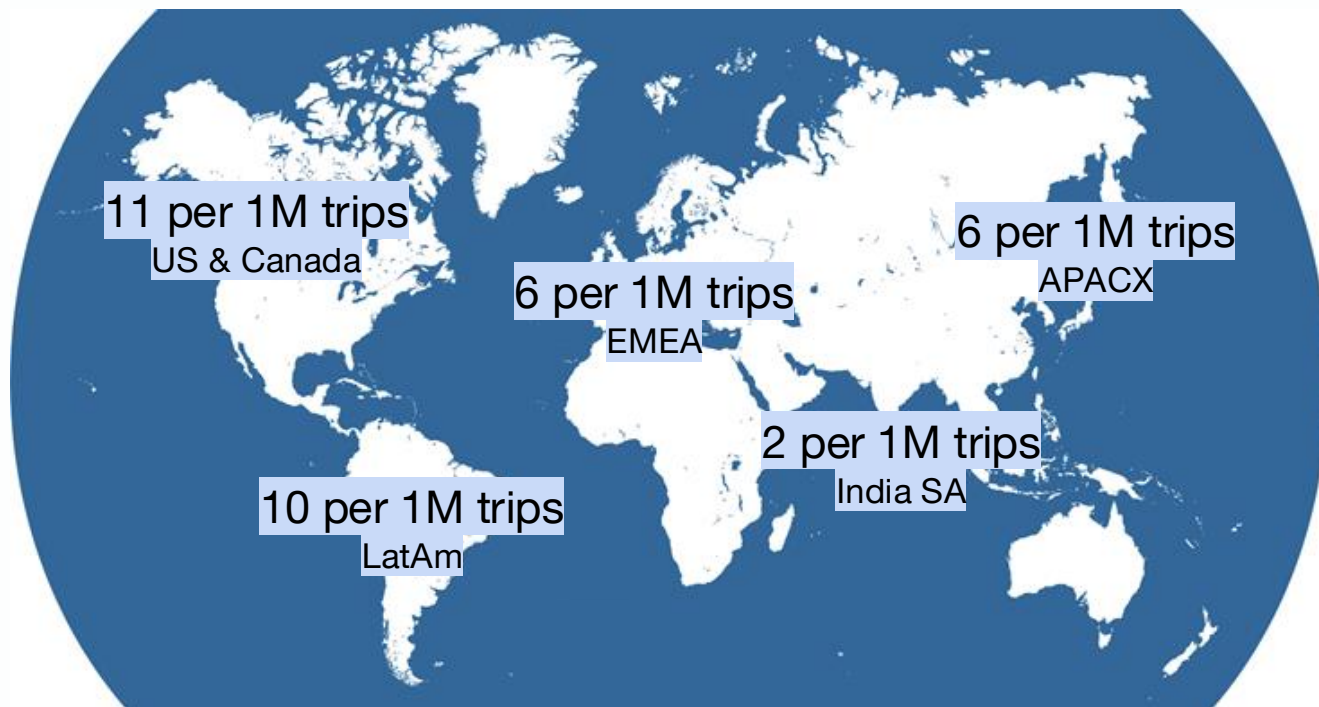
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P-01455.00001

Trial Exhibit No.
P-01455

Background & Problem Definition

Sexual assaults are one of the most horrific and infuriating types of incidents that can occur on the Uber platform. While there are most certainly reporting trends & categorization differences across mega-region that influence these metrics, the issue is generally more pronounced in US&C vs. other mega-regions.



Notes: JIRA and Bliss tickets, de-duped by trip. Rates from representative week of 5/28/2018

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Sexual Assault represents the majority of our Serious Interpersonal Conflict Rate and also carries significant reputational risk. We see 11 sexual assault reports per 1M trips.

Serious Interpersonal Conflict by Issue Type



Please note that the metrics above may not be representative of the true state of incidents. Specifically:

- Above data is pulled from queries of support & JIRA tickets. One report does not necessarily mean one incident
- Only a portion of tickets are confirmed; many are unconfirmed. The metrics include unconfirmed tickets.
- Issue types can change over time and contain nuance. For example "contact" may include accidental or attempted contact

To address this issue, our team has approached this in three-parts: (1) risk profile of the driver, (2) risk profile of the rider, and (3) the circumstances of the trip that make it higher-risk.

Risk Factors

(1) Driver-Level



(2) Rider-Level



(3) Trip Circumstances



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Findings

Data Insights

Insight #1: Majority of sexual assault offenders on the Uber platform are male.

Gender of Alleged Offender of Sexual Assaults

US P2P incidents occurring May 2017 - May 2018

	<u>Gender of Alleged Offender</u>	
	Female	Male
L3 Sexual Assaults (13,342 cases)	14%	86%
L4 Sexual Assaults (371 cases)	4%	96%

Notes: JIRA sexual assault tickets from US P2P trips occurring May 2017 - May 2018. Includes only sexual assaults with inferred gender data (97% of incidents) and those where the alleged offender is the driver or rider (73% of incidents).

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Insight #2: On an absolute basis, the majority of sexual assaults take place between male drivers and female riders. However, on a per trip basis, the issue is most pronounced between female drivers and male riders.

Sexual Assault Incident Rate by Gender of Driver + Rider

US P2P incidents occurring May 2017 - May 2018

For female drivers, rate of sexual assault is **>4x** when matched with male instead of female.

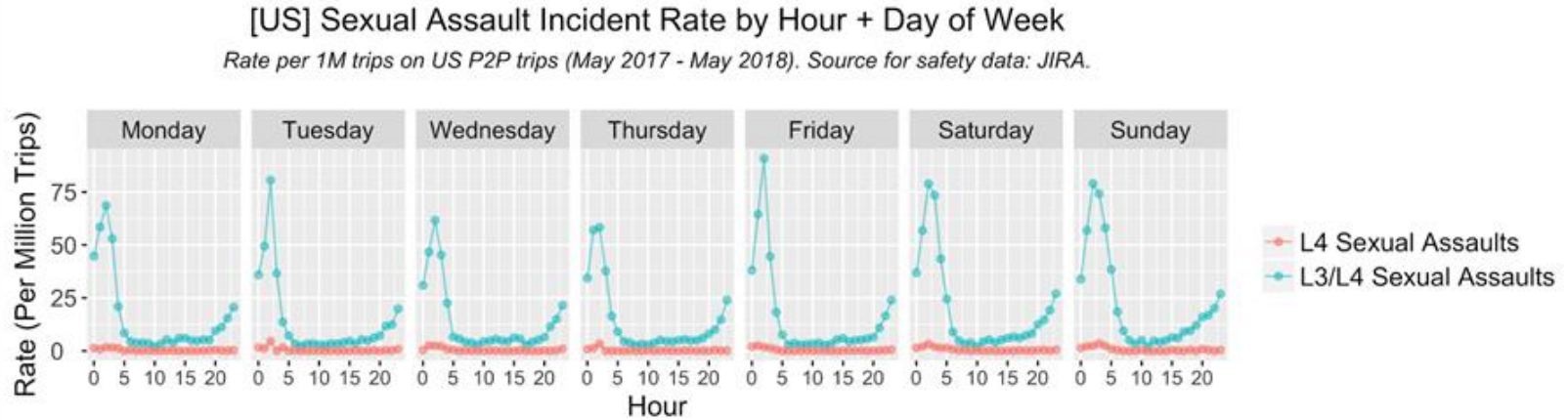
	<u>Female Drivers</u>		<u>Male Drivers</u>	
	+	+	+	+
	Female Rider	Male Rider	Female Rider	Male Rider
Rate of Sexual Assaults (Per 1M Trips)	8.36	38.98	13.10	7.93
Num of Sexual Assaults	549	3114	5476	4014
Num of Trips	66M	80M	418M	506M

Notes: Only US P2P trips and incidents occurring May 2017 - May 2018 with inferred gender data (97% coverage in sample). Safety data source: JIRA.

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Insight #3: Sexual assaults are generally concentrated to late-night, weekend hours.

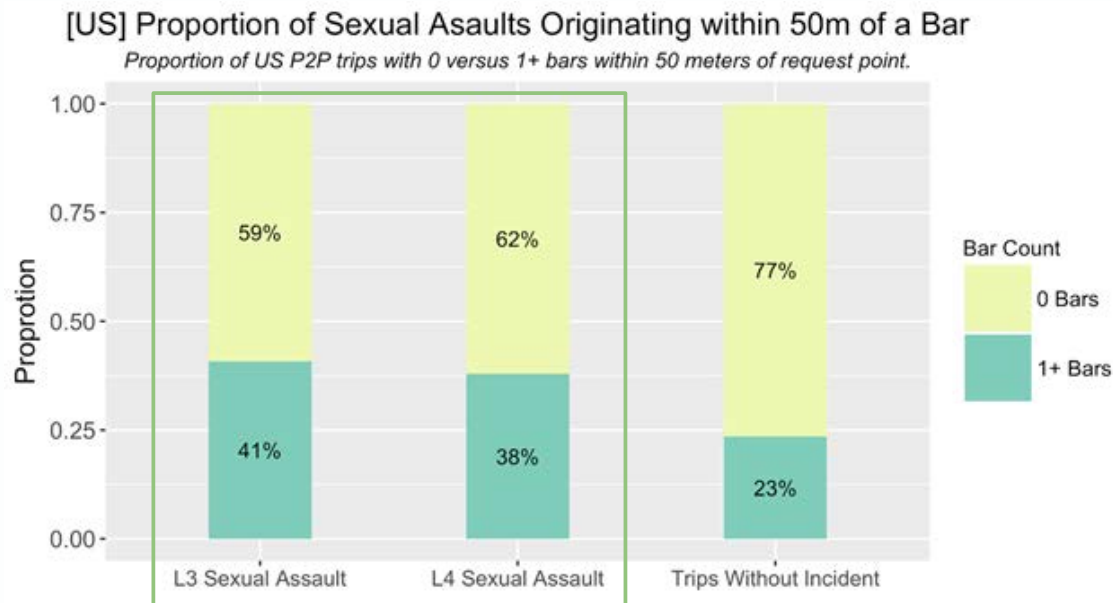


12-3am Average Hourly Rate: 55 L3/L4s per 1M trips (2 L4s per 1M trips)

4am-11pm Average Hourly Rate: 9 L3/L4s per 1M trips (0.2 L4s per 1M trips)

Insight #4: Trips that involve an L3/L4 sexual assault originate within 50m of a bar **more often** than trips that don't involve an incident.

Nearly **half** of sexual assaults in the US originated within 50m of a bar.



Notes: 100% sample of sexual assaults (13555 L3 sexual assaults, 382 L4 sexual assaults) and 250k randomly selected trips without sexual assaults (source: JIRA). US P2P occurring March 1 - May 14, 2018.

Note: Bars were determined by “map_creation.places” table in Hive, which pulls data from Foursquare, as well as a few other external sources

Audit Key Insights

Full audit [here](#)

We also conducted an audit to more deeply understand trip-level risk factors that involve sexual assault tickets.

Audit Overview

- We worked in conjunction with Safety & Insurance Data Science to audit 500 serious incidents in the US and Canada from trips between 3/2017 and 2/2018 in order to determine which risk factors (described previously) are most prevalent in L3/L4 Sexual Misconduct
 - 284 Sexual Assault tickets (143 L3; 141 L4)
- Included all Products and Flows except for Eats
- Note that multiple risk factors could be chosen for a single trip, and the same user could be involved in multiple incidents
- Sample size for this audit can generally be considered representative of overall population (+/- 6-7% at 95% conf. interval); however, user-level and gender-level insights may not be

1

Intoxicated Riders | Sexual Assault

Over half of audited Sexual Assault reports include an intoxicated rider. 50% of these tickets had a *male driver* as the accused party, and 38% of tickets had a *male rider* as the accused party

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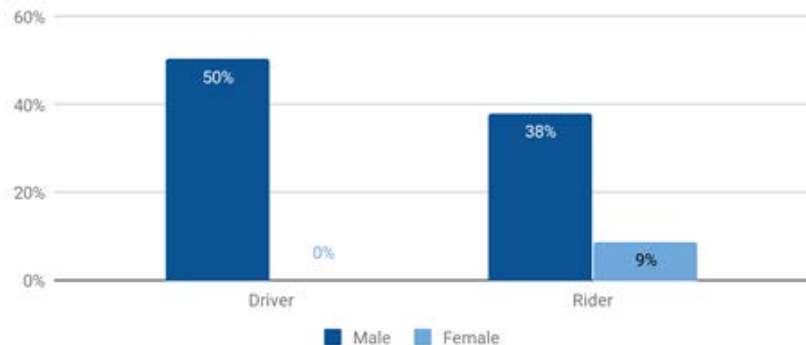
284 Sexual Assault reports audited

52% (147) include a suspected intoxicated rider

Of those, 50% (74) have a **male driver** as an accused party



Audited Sexual Assault + Intoxicated Rider Reports by Accused Party



The numbers may not tie out to 100% because 1) More than one party can be accused (e.g. rider and driver both accuse each other of physical altercation); or 2) A third party may be the only accused party (e.g. a driver is robbed by pedestrian right after dropoff).

Riders Alone in Car | Sexual Assault

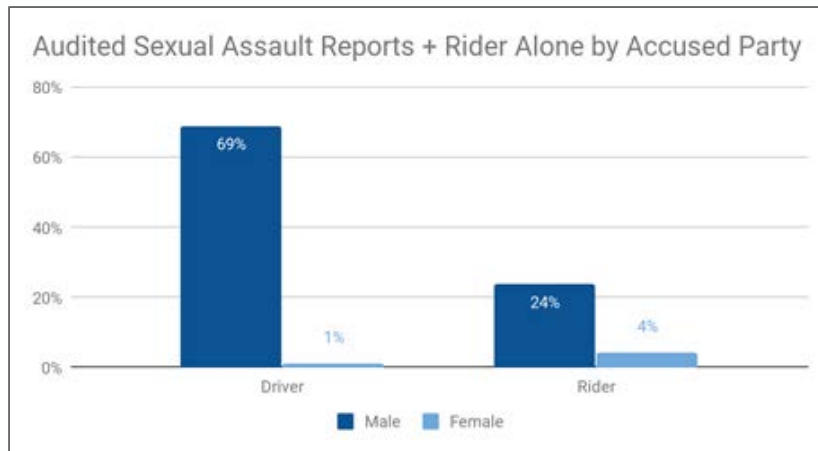
A third of Sexual Assault reports are indicated to have a rider who is alone in the vehicle. The majority of these cases involved a male driver as the accused party.

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284 Sexual Assault reports audited

33% (93) include a rider who is alone in car

Of those, 69% (64) have a **male driver** as an accused party



The numbers may not tie out to 100% because 1) More than one party can be accused (e.g. rider and driver both accuse each other of physical altercation); or 2) A third party may be the only accused party (e.g. a driver is robbed by pedestrian right after dropoff).

3

Rider in Front Seat | Sexual Assault

In over 15% of audited Sexual Assault reports, the rider was indicated to be sitting in the front seat

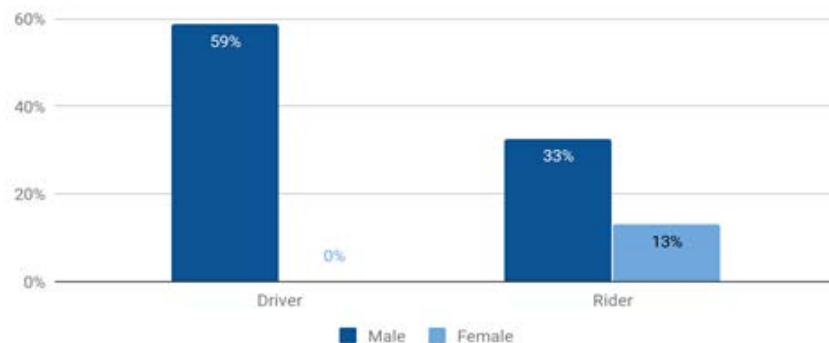
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284 Sexual Assault reports audited

16% (46) include trips where the rider is indicated to be sitting in the front seat

Of those, almost 60% (27) have the **driver** as an accused party

Audited Sexual Assault Reports + Rider in Front Seat by Accused Party



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High-Level Thoughts On Future Actions