



Safety Advisory Board

October 23, 2024



NIGH GOLDENBERG
RASO & VAUGHN

P-00010.00001



Uber

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

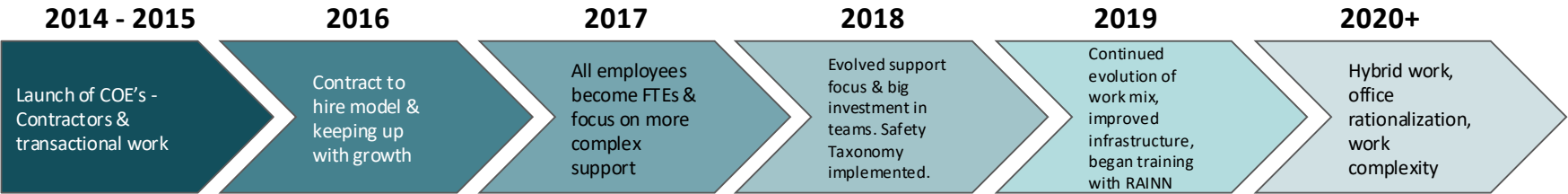
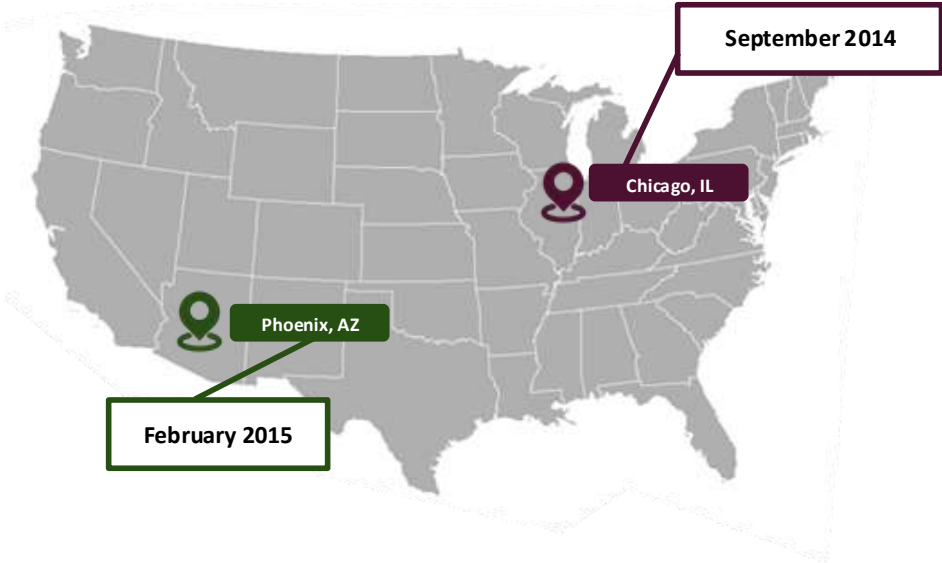


Eric Hamidy
Director,
Head of Field Operations,
US&Canada

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



Manager
Sharon Canik (swing / night shifts)

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

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

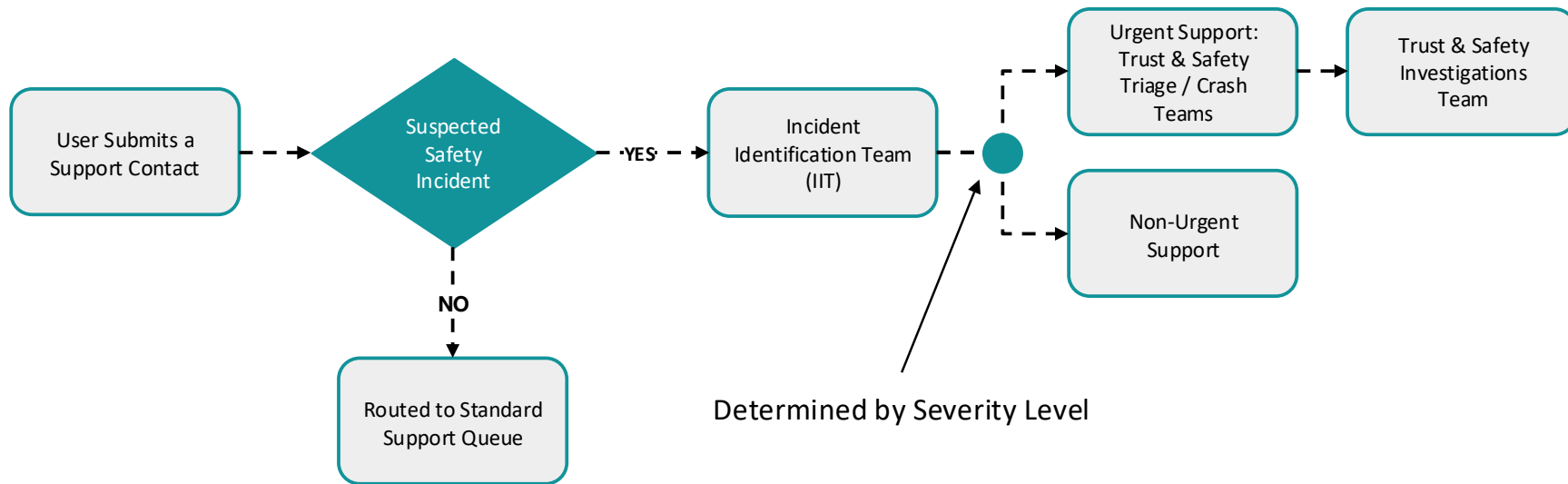
Team Lead
Maggie Broadwell

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

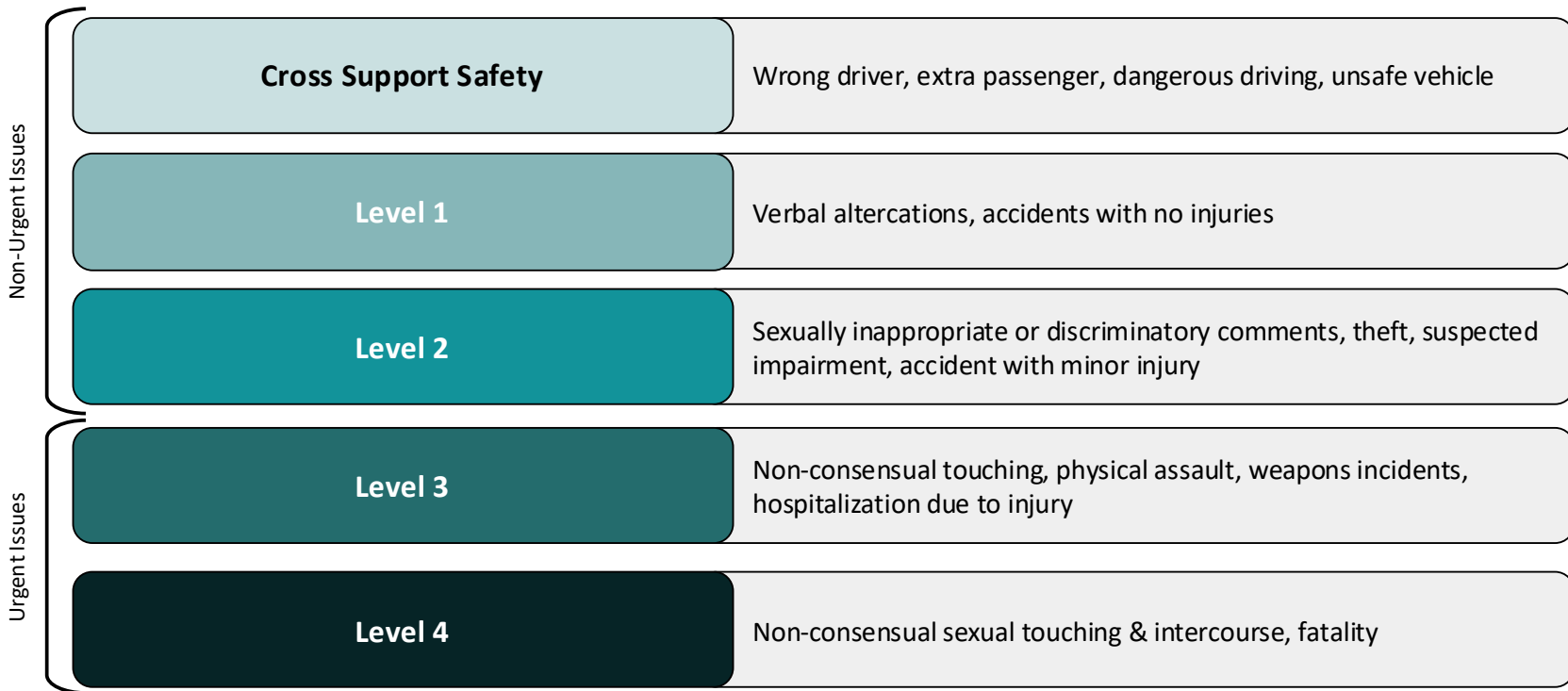
Investigations

- 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.

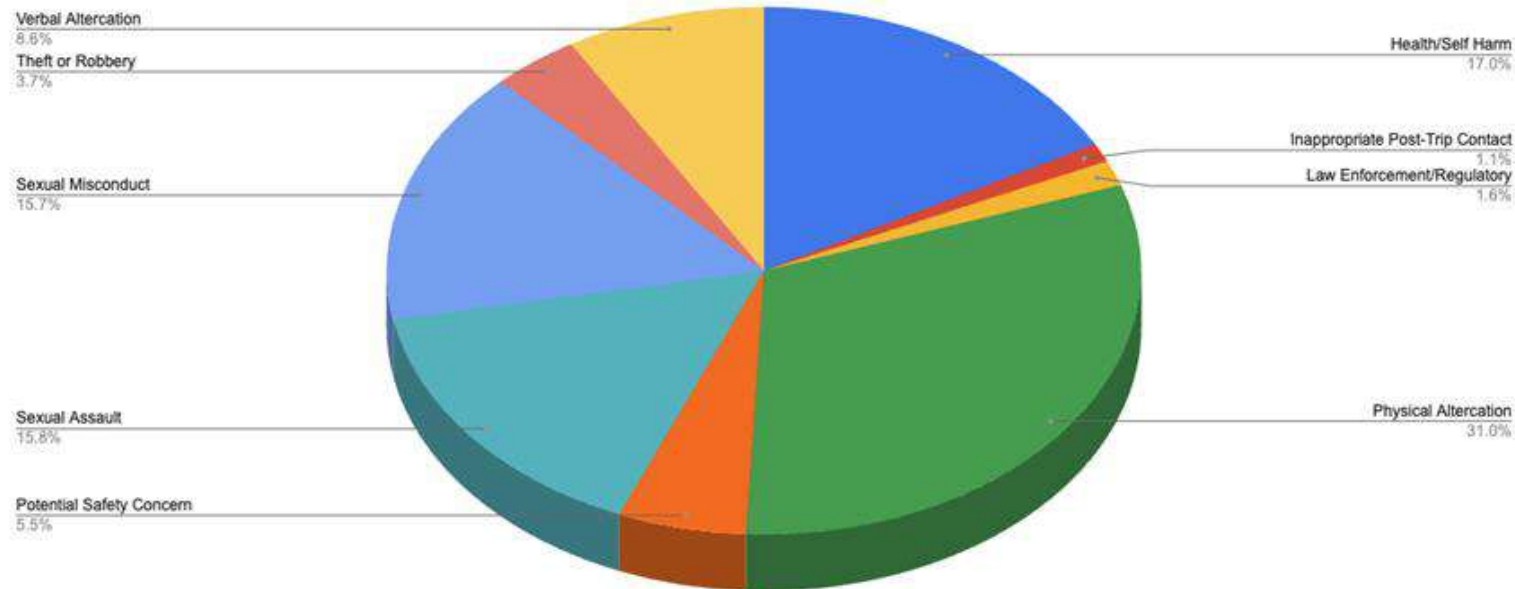


Definitions, sub-categories, and examples can be found at

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

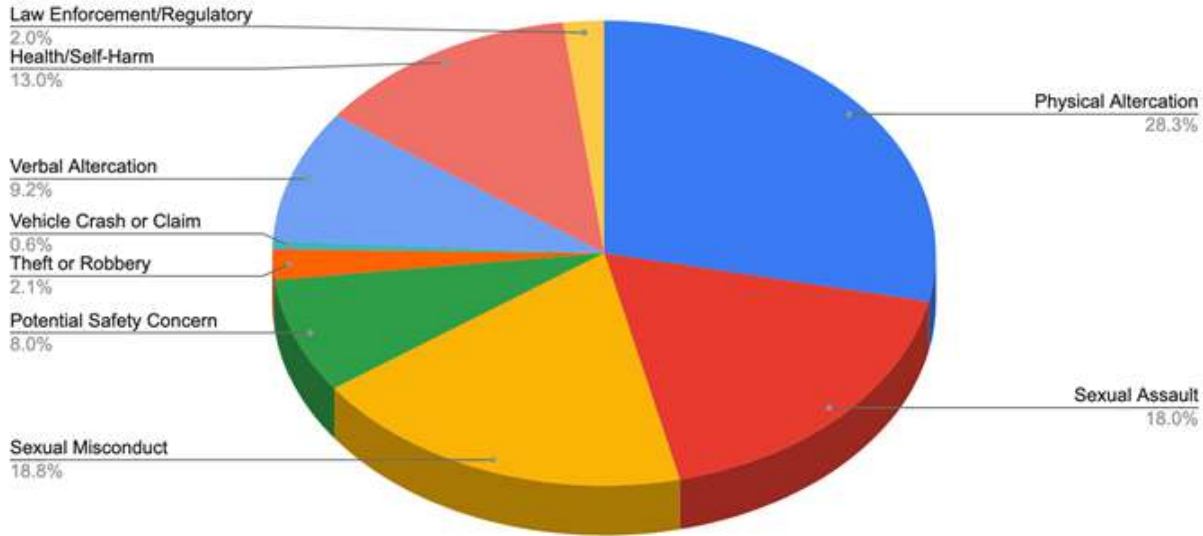
Top Issues Types | Triage

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

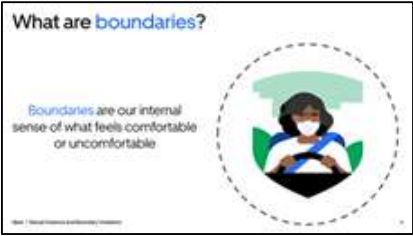
- All training content was provided by the experts at RAINN.
- Training content was customized based on feedback from Uber Safety teams
- Content was developed into learning assets by Uber's L&D Team
- RAINN and Uber's Safety Teams provided feedback on learning assets
- Uber's L&D Team finalized materials
- 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 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:	Global Incident / Accident	Resolution:	Confirmed
Component/s:	Oklahoma City / 184 / United States / South / US Central & Canada / US & Canada	Security Level:	BPO-Hidden
Labels:	RA		

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

People

Assignee: [REDACTED]

Reporter: [REDACTED]

Votes: 0

Watchers: 4

Dates

Created: 22/Sep/2024

Updated: 23/Sep/2024

Resolved: 23/Sep/2024

Date of Incident: 21/Sep/2024

Agile

Find on 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:

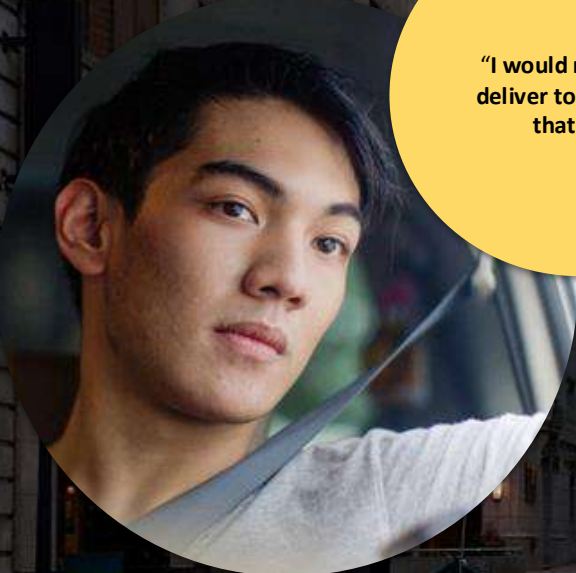
- Rider's account was placed on hold throughout investigation.
- Driver was able to provide video footage of the incident.
- The rider's account was permanently banned due to confirmation via dashcam footage.

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

Details
People

Type:	<input checked="" type="radio"/> Global Incident / Accident	Resolution:	Resolved	Assignee:	
Priority:	<input type="radio"/> TBD	Fix Version(s):	None	Assign:	
Affects Version(s):	None			Reporter:	
Component(s):	Tuscaloosa / 325 / United States / Southeast / US East / US & Canada			Votes:	0
Labels:	alpha ra			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: **Global Incident / Accident** Resolution: **Resolved**

Component/s: **Kitchener-Waterloo / 341 / Canada / Canada / US Central & Canada / US & Canada** Security Level: **BPO-Hidden**

Labels: **#RELEVANT LE_Inbound: deviation_approved: more_strict_deviation ra**

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

Filed 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:

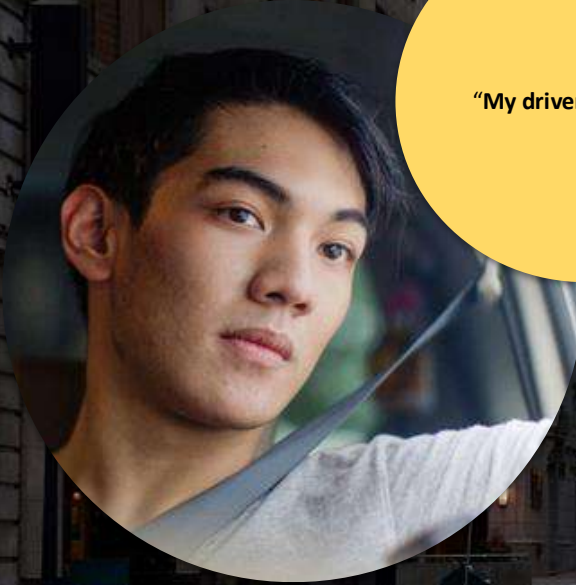
- Rider was placed on hold during this investigation.
- The rider did not answer TSI's outreach, and was permanently banned as a result of the report.

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:	Global Incident / Accident	Resolution:	Resolved
Component/s:	Denver / 24 / United States / South / US Central & Canada / US & Canada	Security Level:	BPD-Hidden
Labels:	EA		

People

Assignee:

Reporter:

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
Gus Sec. Johnson John Henshaw	Abby Wheeler Claire Jarashow Indira Henard	Roger Kaiser Erica Olsen John Pistole	Kevin Gay Bella Dinh-Zarr Janet DiFiore

