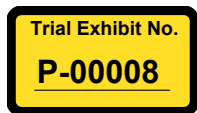


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Metadata

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#Date Modified	06/01/2022	SEMANTIC
#DateCreated	10/01/2021	SEMANTIC
#Title	Investigations - Deep Dive	SEMANTIC
Account	mbaker@uber.com	SEMANTIC
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Begin Family	UBER_JCCP_MDL_001111143	SEMANTIC
Collaborators	mlozan@uber.com; dbaldwin@uber.com; sarah.schol@uber.com; dhim@uber.com; uber.com	SEMANTIC
Confidentiality	Confidential	SEMANTIC
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Date Modified	06/01/2022 4:42 pm	SEMANTIC
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Trust & Safety Investigations

Deep Dive

Oct 2021

Uber

Proprietary and
confidential

Internal use only

Agenda

- 01 Org/Team Structure
- 02 Team Summary
- 03 Details on LOB
- 04 CST Development
- 05 Example of Cases

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

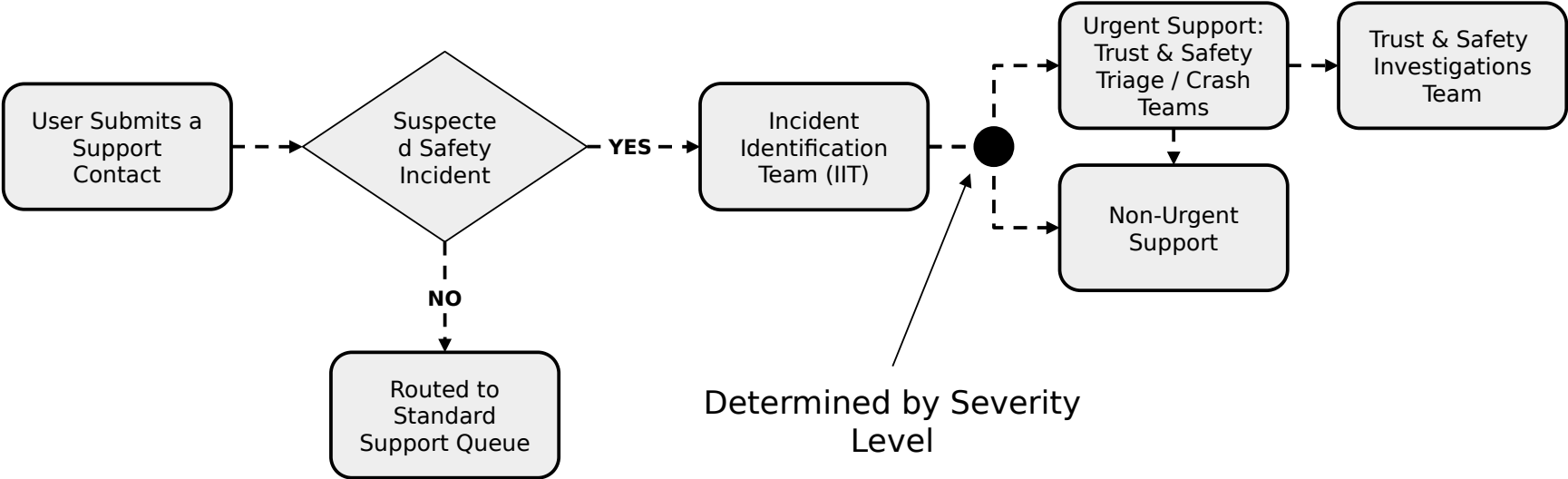
Help Impacted Users quickly and
with empathy

Investigate urgent incidents

Enforce safety standards and
account actioning accurately

Accurate data and insights to
inform safety models

Life Cycle of a Safety Ticket



Severity Levels | Contacts are triaged based on incident severity

Non-Urgent Issues	Cross Support Safety	Wrong driver, extra passenger, dangerous driving, unsafe vehicle
	Level 1	Verbal altercations, accidents with no injuries
	Level 2	Sexually inappropriate or discriminatory comments, theft, suspected impairment, accident with minor injury
Urgent Issues	Level 3	Non-consensual touching, physical assault, weapons incidents, hospitalization due to injury
	Level 4	Non-consensual sexual touching & intercourse, fatality

US&C FieldOps | Trust & Safety Investigations

	Details
Objectives	<ul style="list-style-type: none">● Work through most Critical Incidents● Stakeholder management● Accurate & timely Case resolution
Modalities	<ul style="list-style-type: none">● JIRA● Assess what next steps are needed
Agent Profile	<ul style="list-style-type: none">● Communication● Emotional intelligence● Empathy● Time management● Background in LE, Military, Claims & other government agencies
Tooling/Systems	<ul style="list-style-type: none">● JIRA● Bliss● Purecloud● Internal Tools
Training timeline	<ul style="list-style-type: none">● 3 weeks of in-class / 3 weeks of nesting
Customers	<ul style="list-style-type: none">● Users of the Uber App, Restaurant Employees, Internal Stakeholders & LE

US&C FieldOps | Trust & Safety Investigations

Manager
Miguel Lozan

HC
57

Investigations

Scott Mead S3-TL - Group A	Ruben Qunonez S3-TL- Group A	Hannah Lindsey S3-TL- Group A	OPEN S3-TL- Group C	OPEN S3-TL - Group B	Linsey (Bee) Brown S3-TL - Group B	Ally Cissna S3-TL - Group B
Aaron Ross (RRT)	Rachel Fadden (RRT)	Justin Krieger (RRT)	Brooke Meyers (RRT)	Elizabeth Theophile (RRT)	Miguel Perez (RRT)	Cassidy Heidbrink (RRT)
Miguel Morales (RRT)	Mustafa Rahman (RRT)	Maggie Broadwell (FP)	Alyssa Marquez (RRT)	Chelsea Mather (RRT)	Alma Nelson-Pikle (RRT)	Erika Song (RRT)
Tyler Sandberg (FP)	Luis Visalden (FP)	OPEN (RRT)	Silas Freeman (RRT)	Michelle Yocom (FP)	Austin Chesney (FP)	Morgan Ellsworth (FP)
Kalah Omran (FP)	Dave Isabel (FP)	Frank Barry (FP)	Omar Carrillo (RRT)	Daniel Ramirez (FP)	Sebastian Barrientos (FP)	Billie Garrett (FP)
Brian Werner (FP)	Allana Dorame (FP)	Ryan Gittelman (FP)	Schanele Curtis (RRT)	Jacqueline Bueno (FP)	Rachel Eisler (FP)	Kristen De Sousa (FP)
Jennifer Allen (FP)	Marcos Martinez (FP)	Tea Sprewell (FP)	Zac Fletcher (RRT)	Morgan Fields (FP)	Greg Goldberg (FP)	Chaz Lopez (FP)
Kevin Fortune (FP)			Moorez Packer (RRT)	Julie Planzo (FP)		Clarisa Valenzuela (FP)
			OPEN (RRT)			

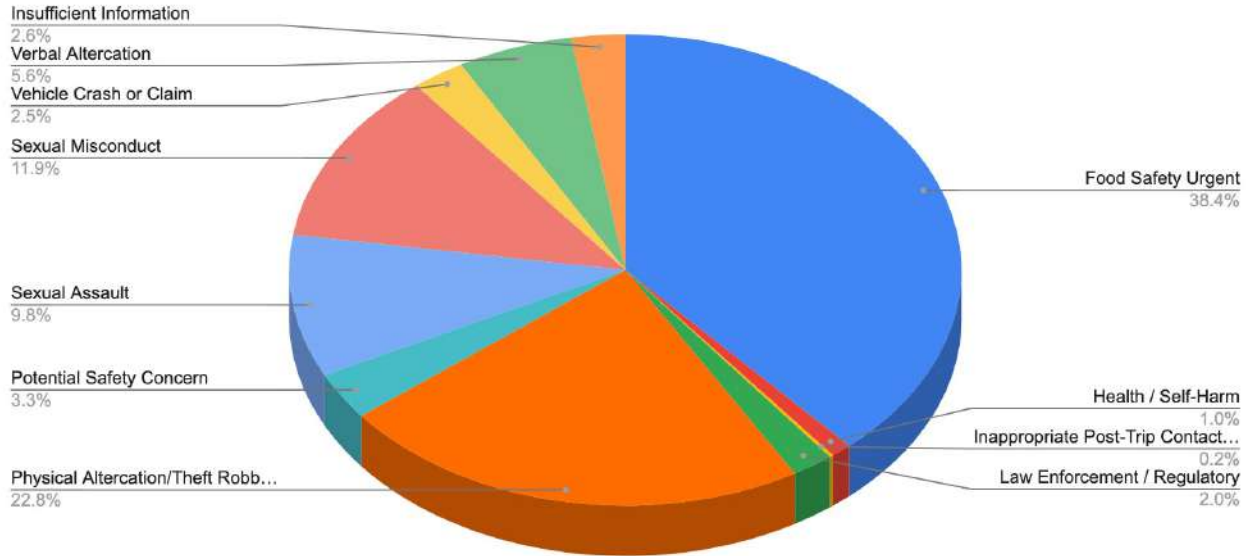
All Trust & Safety Investigators -
S3

US&C FieldOps | Trust & Safety Investigations

LOB Name	Avg Monthly Volume vs Resolved (JIRA)	HC	LEVEL (S1-S4)	Job Ladder	MDS/GDS
Trust & Safety Investigations	5744/6301	57	S3	Safety Investigations	MDS
FP	3/2 (Call Attempts)	27	S3	Safety Investigations	MDS
RRT	2/1 (Call Attempts)	18	S3	Safety Investigations	MDS
Safety Comms Policy & Comms ECR GSOC Internal Escalations	106 (September)	27 (FP)	S3	Safety Investigations	MDS

Top Issues Types in November | Trust & Safety Investigations

November TSI Totals



Program Metrics | **Trust & Safety Investigations**

Key Performance Indicator	Safety Goal	TSI Q1	TSI Q2
SLA (%)	75%	91%	91.8%
Status Updates	95%	85.5%	79.7%
QA (FP RRT)	90%	97% 96%	99% 99%
Deactivation Accuracy	95%	98.4%	98.1%
CSAT	EOY (4.07)	3.84	3.84
% 1-Star CSAT	EOY (12.10)	16.1%	16.4%

CST Development | **Trust & Safety Investigations**

CST In Motion

- **2 people identified**
- **Low participation for gigs**
- **Not in scope for S Ladder**
- **Career development**
 - **Norm is for our folks to obtain classes in LinkedIn learning, SQL, etc**
 - **No clear cut development set up**
 - **Safety has continuous training every month (RAINN, Phone investigations, etc)**
 - **1 hour per month of PD**
 - **BL's in previous months**

Promotions

- **L3 to L4 - 1**
- **S Ladder to L3 - 3**
- **S3 to S4 - 5**
- **Agent to Team Lead - 6**

Questions?