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[SAFE-3211813] 18-Jun-2022 - St Louis / 189 / United States / South / US Central & Canada / US & Canada - L2 - Comments or Gestures - Explicit Comments Created: 20/Jun/22 Updated: 23/Jun/22 Resolved: 23/Jun/22

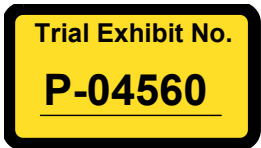
Status:	Done
Project:	Safety Case Management
Component/s:	St Louis / 189 / United States / South / US Central & Canada / US & Canada
Security Level:	BPO-Hidden

Type:	Global Incident / Accident		
Reporter:	Albert Hernandez [X] (Inactive)	Assignee:	Jacob Leal [X] (Inactive)
Resolution:	Resolved	Votes:	0
Labels:	Alpha		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Date of Incident:	18/Jun/22
Incident - Type:	Sexual Misconduct - Comments or Gestures - Explicit Comments
Source of Incident:	In-App Support (Bliss)
Ticket Attributes:	Neither Excluded nor Invalid

Executive summary:	<p>SOE Present from Victim: Y</p> <p>Primary Category Questions Answered</p> <ul style="list-style-type: none"> • Confirmed physical contact? - N <ul style="list-style-type: none"> ◦ • Perceived as sexual/romantic or sexual misconduct behavior exhibited? - Y <ul style="list-style-type: none"> ◦ The Driver was telling the Rider about them exposing their penis towards a previous Rider last week. The Driver additionally to the Rider about two previous Rider's having oral copulation while on the trip. • Determined nonconsensual? - Y <ul style="list-style-type: none"> ◦ The Rider is reporting the incident. • Confirmed exposed sexual body part? - Y <ul style="list-style-type: none"> ◦ The Driver admitted to exposing their penis to the previous Rider. The Driver additionally told the Rider about two previous Rider's having oral copulation while on the trip. <p>Status of Comms: Driver comms completed Rider comms completed</p> <p>Account Status: Driver active Rider active</p> <p>Actions Taken: Blocked future pairing Rider refunded Account notated Temporary Safety Lock Removed</p> <p>Secondary Category Questions Rider reports a Sexual Misconduct incident by a Driver where The Driver was telling the Rider about them exposing their penis towards a previous Rider last week. The Driver additionally told the Rider about two previous Rider's having oral copulation while on the trip.</p> <p>Multiple Allegations Present - N</p> <p>Resolution: Investigator is requesting a de-escalation to Explicit Comments as the Rider did not observe the drivers genitals but instead hear the driver mention showing some their genitals. Reported Against denies the allegations made against them. This case is considered a resolved report resulting in 1 notation. Dri has not met the threshold for deactivation and will be reactivated.</p> <p>Updated At 2022-06-23 16:18 MST</p>
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Rider Name:	REDACTED - PII
Rider Ticket:	https://bliss.uberinternal.com/contacts/802a8340-2cee-42f6-97df-cb6323443a8a
Rider Tools Link:	https://opera.uberinternal.com/rider/bbfd6065-3d71-4cf0-9aee-9a7057917074



Driver Name:	REDACTED - PII
Driver Ticket:	https://bliss.uberinternal.com/contacts/4445136d-b20a-4f4b-91b7-994139d53015
Driver Tools Link:	https://opera.uberinternal.com/driver/1f44c7a3-f5ee-4877-8054-9eab14d83755
Trip Link:	https://chronicle.uberinternal.com/job/05fbb652-1343-4004-be75-2623af7e9c47
POOL Riders in a trip:	not a POOL trip
Rider's Side:	<p>2022-06-20 09:30 MST [Phone Call - Triage] Answered Followed up via Bliss https://apps.mypurecloud.com/directory/#/engage/admin/interactions/4e057ac3-8f5e-4ff5-bcde-e5dfa6e76857</p> <ul style="list-style-type: none"> • The Rider was at friend's house and called for an Uber • The Rider was alone and intoxicated • When the Driver pulled up, the Driver had the front passenger seat pushed and leaned back • The Driver stated "There's not a lot of leg room back there, you should go ahead and sit up front" • The Rider got into the front seat • The Driver's first question was "So do you want to hear about my craziest Uber ride?" • The Rider had a feeling that it wasn't going to be a normal situation so the Rider started recording • The Driver continued to tell an eight minute story about a round trip the Driver did last week with a woman • The Driver did not specify the exact trip • The Driver drove took the previous Rider to a Loves gas station on Highway 70 downtown • The AH Rider stated that the gas station doesn't exist and that's what got the Rider's senses going • The previous Rider told the Driver that white men "Have small penises" • When the previous Rider went into the gas station, the Driver took a picture of his penis and was going to show the previous Rider because the Driver was insulted that the previous Rider stated this • The Driver kept calling his penis "Big white dick" • The Driver admitted to showing his penis to the previous Rider • 4-5 minutes before the Driver dropped the Rider off at their residence, the Driver started his second Uber story • The Driver picked up a couple and a woman started to give the man a blowjob in the backseat • The Driver got explicit with this as well • The Driver asked the Rider "Oh I'm sorry are you on your phone? I have to be cautious" • The Driver asked the Rider if she wanted to be Facebook friends when they were close to the Rider's residence • The Driver asked the Rider multiple times if the Rider was offended • The Rider told the Driver this information should not be shared • The Rider lives on a farm and is scared because the Driver knows the Rider's residence • The Rider had the Driver drive far from their door and waited to go to their door until the Driver pulled out of the Driveway • The Rider tried to keep it light but had a lot of fear • The Rider feels almost assaulted • The Rider stated "It was a whole lot of trying to get into my pants the entire time" • The comments were not towards the Rider • The Rider has a 11:56 minute recording of the Driver being sexually explicit about other Rider's • The Rider stated "He's icky and predator" • No exposed body parts • No police report filed
Driver's Side:	<p>2022-06-23 10:04 MST [Phone Call - Investigations] Call Attempt: 1 Answered Followed up via Bliss</p> <ul style="list-style-type: none"> • Driver did not want the call recorded • Driver denies the allegations made against them • Driver did not have any verbal or physical altercations • Driver did not have any sexually explicit conversations or contact • Driver mentioned that he has seen posts about him on Facebook
Background Data:	<p>Driver Safety Lens: https://safety-lens.uberinternal.com/incidents/entity/1f44c7a3-f5ee-4877-8054-9eab14d83755</p> <p>Driver's additional accounts banned here:</p> <ul style="list-style-type: none"> • https://opera.uberinternal.com/rider/c26284be-9a0a-41e5-9e84-2dd0662d0f2a/profile • https://opera.uberinternal.com/rider/131abd21-6623-400c-a3a7-946dd06489fa/profile • https://opera.uberinternal.com/rider/1f44c7a3-f5ee-4877-8054-9eab14d83755/profile <p>Rider Safety Lens: https://safety-lens.uberinternal.com/incidents/entity/bbfd6065-3d71-4cf0-9aee-9a7057917074</p>
Driver Loss Type:	None
Rider Loss Type:	None
Driver Action:	Reactivate
Rider Action:	No Action
Reporting Party:	Rider (Account Holder)
Incident Reported Against:	Driver

Action On Reported Account: Warning

Comments

Comment by [Ally Cissna](#) [23/Jun/22]

Team Lead approved requested de-escalation based on clarifying information to better align with taxonomy. Please proceed with outlined actions.

