Each and every day, Uber puts millions of people together in cars in cities around the world.

There is nothing more critical than the safety of the people we serve and our CEO Dara Khosrowshahi has made safety a top priority for Uber.

Whether it’s avoiding drinking and driving at the touch of a button or being able to wait safely inside for a ride to come, technology can make travel safer than ever before and we are making significant investments in this area.

SAFETY FEATURES IN THE UBER APP

There are many standard safety and accountability features built into the Uber app that may not have been possible before in the transportation space. For example:
- **Driver/Car Information**—Riders are given the driver’s name, photo, make and model of the car and license plate number when they request a trip.
- **GPS Tracking**—Each trip is GPS tracked so there is a record of the trip and pertinent information is included on the receipt and trip history.
- **Share Trip Feature**—Riders and drivers can share their trip so friends and family are able to follow them on a map in real time, and know when they’ve arrived.
- **Anonymized Contacts**—We use technology to anonymize phone numbers when riders and drivers contact each other through the app.* Additionally, we’ve taken steps to anonymize exact pick-up and drop-off addresses in the driver’s trip history.
- **Cross-Street Feature**—Riders can use cross-streets as pick-up and drop-off locations for an added layer of privacy.
- **Two-Way Feedback**—We have a two-way feedback system where riders and drivers can rate each other and provide comments. This information is reviewed by our 24-7 support team so we can take necessary action if needed.

Over the past year, our engineers have developed some innovative new safety features in the app to help give riders and drivers peace of mind as they travel.

We added a Safety Toolkit to the app that centralizes key safety information and features for riders and drivers. The Safety Toolkit includes the Trusted Contacts option for riders, which allows them to designate up to five loved ones with whom they are regularly prompted to share their trip. Riders can choose to share all trips, night-time trips, or none at all.

Through the Safety Toolkit, riders and drivers can also access an emergency button, which provides an option to connect directly to 911 through the app. The 911 feature displays a rider’s real-time location (both on the map and as an address) as well as the car make/model and license plate (continued on page 2)
According to the Centers for Disease Control and Prevention:

- The costs from Intimate Partner Violence (IPV) are substantial. The lifetime per-victim cost was $103,767 for women and $23,414 for men.
- The lifetime economic cost to the U.S. population is $3.6 trillion. This economic cost estimate includes almost 32 million women and 12 million men who are victims of IPV during their lives.
- The $3.6 trillion economic cost estimate included:
  - $2.1 trillion (59%) in medical costs,
  - $1.3 trillion (37%) in lost productivity among victims and perpetrators,
  - $73 billion (2%) in criminal justice costs, and
  - $62 billion (2%) in other costs, such as victim property loss or damage.
- Nearly 1 in 5 adult women and about 1 in 7 adult men report having experienced severe physical violence from an intimate partner in their lifetime.
- About 1 in 6 of homicide victims are killed by an intimate partner.
- Over 40% of female homicide victims in the U.S. are killed by an intimate partner.

https://www.cdc.gov/violenceprevention/intimatepartnerviolence/consequences.html

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plate number so riders and drivers easily can share that information with the 911 operator.

Uber is also partnering with RapidSOS and 911 centers across the country to pilot location sharing integration where a caller’s location and trip details will automatically be shared with the 911 calltaker. This 911 integration technology is live in dozens of 911 centers across the U.S., including Los Angeles, Washington DC, Boston, Tampa, Denver, and Phoenix, with more cities coming online every month.

Federal regulators estimate about 10,000 lives could be saved every year if first responders were able to get to a 911 caller just one minute faster. It is our hope that this technology can help do just that.

Additionally, riders can access the Safety Center, another part of the Safety Toolkit, to find safety tips built in partnership with law enforcement and learn about the driver screening process, insurance protections, and our community guidelines.

Another product feature that we have been working to implement uses the power of GPS and sensors from the driver’s smartphone to identify rare events like unexpected long stops or possible crashes. In these situations, Uber will initiate a RideCheck by proactively reaching out to both the rider and the driver through the app to offer assistance. As part of this check-in, we will also surface options in the app that provide quick access to key safety tools so riders and drivers can take action and access any assistance they may need. While RideCheck is still only available to some users, we are looking to expand its reach in the near-term.

We are constantly working on new ways to build on the safety technology in our app to continue improving the experience of riders and drivers who use Uber.

SCREENING AND LAW ENFORCEMENT COOPERATION

All drivers must undergo a screening process before they can use the Uber app,
which includes a driving and criminal history background check reviewing local, state, and national records. This review process is completed by a third-party background check service that is accredited by the National Association of Professional Background Screeners.

To ensure drivers continue to meet our standards, we re-run these screenings every year. In addition, we monitor new criminal offense data through a service that uses data sources covering most new offenses. This service provides Uber with notifications about new criminal charges if a driver is involved. Our screening team reviews any potentially disqualifying information to ensure the driver is still eligible to use Uber.

As ridesharing options like Uber have grown quickly over the past several years and people are using them more regularly in their daily lives, we know that we have a responsibility to appropriately cooperate with law enforcement investigations, while also protecting the privacy of our users.

We have a global law enforcement team made up of former law enforcement professionals who have the expertise to respond to requests from public safety officials during active investigations. They are on call to interact with law enforcement and share information quickly when time is critical.

Local, state, and federal law enforcement can request data through Uber’s Law Enforcement Portal (ler.t.uber.com). This enables police to gather critical information securely and quickly when and where they need it most. The portal enables requests to be initiated either from a desktop in an office or on a mobile device in the field.

**WORKING IN PARTNERSHIP WITH THE COMMUNITIES WE SERVE**

As Uber has increasingly become part of the transportation fabric of cities all around the world, we understand the importance of partnering with the communities we serve, particularly in the area of women’s safety.

We know that sexual violence is a global epidemic that impacts every industry and community. At our size and scale with more than 15 million trips a day, Uber is not immune to this devastating crime and we want to be part of the solution.

In 2017 we announced our Driving Change initiative and started partnering with leading organizations around the world such as Raliance, the National Network to End Domestic Violence (NNEDV), NO MORE, and the Global Network of Women’s Shelters to help drive awareness, education, and prevention of sexual assault and domestic violence to millions globally.

We have also been working for several years with ECPAT-USA, the National Center for Missing and Exploited Children, The McCain Institute, and Polaris to do our part in helping address human trafficking and provide our drivers with resources to help identify and report issues they may confront on the road.

We are collaborating with other companies in the travel and transportation industry by working together to address women’s safety industry-wide.

Our work on safety is guided by Uber’s Safety Advisory Board, which consists of experts in law enforcement, road safety, criminal justice, and sexual violence prevention, and is led by former Secretary of Homeland Security Jeh Johnson, who serves as Chairman. Members also include Cindy Southworth, Executive Vice President of NNEDV, and Ebony Tucker, Advocacy Director for the National Alliance to End Sexual Violence.

With their guidance, we recently made an important change to our arbitration policy in the United States that gives victims of sexual assault and sexual harassment more choices, ensures they have the option to share their story, and raises the bar on transparency.

(continued on page 4)
**FCADV** provides a number of resources that are available to businesses and the general public to better understand the affects of domestic violence and the resources that are available for survivors and their children. For the business community, in addition to the BottomLine on Domestic Violence newsletter, FCADV can provide your business with Domestic Violence Does Not End When the Workday Begins posters, Domestic Violence in the Workplace Training Video and guidance with domestic violence model policies.

If you would like more information about any of these resources or assistance in locating your community’s local certified domestic violence center, please email: bottomlineondv@fcadv.org

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**Florida’s Certified Domestic Violence Centers**

- Abuse Counseling and Treatment, Inc.
- Aid to Victims of Domestic Abuse, Inc.
- Another Way, Inc.
- CASA-Community Action Stops Abuse
- Center for Abuse and Rape Emergencies, Inc.
- Citrus County Abuse Shelter Association
- Dawn Center of Hernando County
- Domestic Abuse Council, Inc.
- Domestic Abuse Shelter, Inc.
- Family Life Center
- Favor House of Northwest Florida, Inc.
- Harbor House, Inc.
- Haven of Lake and Sumter Counties, Inc.
- Help Now of Osceola County, Inc.
- Hope Family Services, Inc.
- Hubbard House, Inc.
- Lee Conlee House
- Martha’s House, Inc.
- Miami-Dade Advocates for Victims Micah’s Place
- Ocala Domestic Violence/Sexual Assault Center
- Peace River Domestic Violence Center
- Peaceful Paths
- Quigley House, Inc.
- Refuge House, Inc.
- Safehouse of Seminole County
- Safe Place and Rape Crisis Center
- SafeSpace, Inc.
- Safety Shelter of St. John’s County (Betty Griffin House)
- Salvation Army Brevard County Domestic Violence Program
- Salvation Army Domestic Violence and Rape Crisis Program of Panama City
- Salvation Army Domestic Violence Program of West Pasco County
- Serene Harbor, Inc.
- Shelter for Abused Women & Children, Inc.
- Shelter House, Inc.
- Sunrise of Pasco County, Inc.

The Haven of R.C.S.
The Spring of Tampa Bay, Inc.
Victim Response, Inc.(The Lodge)
Vivid Visions
Women in Distress of Broward County
YWCA of Palm Beach County (Harmony House Program)

**Sponsored by FCADV and the State of Florida, Department of Children and Families.**

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**Uber Safety continued from page 3**

We no longer require Uber riders, drivers, or employees to arbitrate their individual claims of sexual assault or sexual harassment. We now give individuals an option to settle these claims with Uber without a confidentiality requirement covering the facts of their experience.

In addition, we’ve committed to publishing a safety transparency report that will include data on sexual assaults and other incidents that occur on the Uber platform.

We take safety seriously and are committed to putting it at the heart of everything we do. Whether that’s developing safety technology or partnering with the communities we serve, we are constantly looking to raise the bar in this area and there is much more to come.

Please see our Rider Safety Tips developed in collaboration with law enforcement for more information on things riders can do to help them stay safe.

*In the case of an outage of this feature, phone numbers may not be anonymized available to assist domestic violence survivors, their family and friends, as well as community partners. Hotline advocates provide support, advocacy, outreach and information and referral services.

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**Remember: Help Is Here!**

Florida Domestic Violence Hotline • 1-800-500-1119 • 24 hours a day/7 days a week