

Executive summary

This Safety Report, the first ever comprehensive publication of its kind to be issued by a company, shows details on Uber's safety progress, processes, and data related to reports of the most serious safety incidents on our platform. It represents the latest in a series of actions Uber has taken to continually improve the safety of our platform for all who use it.

We know most companies would not share publicly much of the information we have included here. But even though the amount of data we've shared is generous, we believe this report illustrates our belief that the less being, companies have not discovered their business publicly, particularly those relating to sexual misconduct. It's simply good, not done. It's better to be transparent, even if it means anyone can see.

People have a right to know about the safety results of their companies and organizations they rely on every day. And we believe that publishing this data will help us drive forward progress that will prevent serious safety incidents from occurring in the first place.

The issues in this report are bigger than Uber and impact every corner of society, as a whole. The data itself may challenge assumptions. For example, while media coverage of one issue of sexual assault related to Uber has shown entirely portrayed drivers as the alleged offenders, our data shows that **drivers report assaults at roughly the same rate as others across the 5 most common categories of sexual assault: drivers were victims, too.**

This report includes information about Uber's safety investments and the actions we take as a result of safety-related reports from users. But the primary focus is the other data about reports of serious safety incidents—and to derive insights that help us track our progress, for more accountability, and to bring them safely on our platform and across the industry.

It's important to understand the scale of Uber's business in interpreting this data. This year, nearly **one billion** trips happened every day in the US—more than **40 million every weekend**. And with a larger scale, Uber's platform ultimately reached the world in nearly every corner—both the good and the bad. So the numbers in this report will show, without safety incidents on our platform, it will truly, ultimately, be. But even more critical safety incidents in our company's history, as it represents the broadest range of incidents in the Uber ecosystem.

For the purposes of this report, we examine data from 2017 and 2018—a time frame in which an average of more than 3.2 million trips happened every day in the US. **The vast majority (98.7%) of all Uber trips end without any safety-related issue at all.** For example, for the trips in 2017 and 2018:

- **1.4%** of trips had a support request of any kind, most frequently for issues with account, billing, or rider feedback.
- **0.4%** of trips had a support request for a safety-related concern, and the majority of those concerns were a low level issue—either safety issues with a complaint or a safety incident or a critical concern.
- **0.0003%** of trips had a report of a critical safety incident, which are the incidents referenced in this report.

The vast majority of the report's data shows incidents are **not** safety-related at all. All potential safety-related reports are not necessarily considered issues of safety or danger to the proper education. When our support team receives safety-related reports, they are triaged and classified by a dedicated team on the description given by the reporting party, and appropriate action is taken to ensure safety every day.

We don't believe corporate secrecy will make anyone safer.

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SJ Ball



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