Safety and security for women in transport
Allison Wylie, Transportation and Mobility Policy, Uber

Nearly 1 in 3 women worldwide have experienced sexual assault and/or domestic violence in their lifetime. It happens everywhere. In our homes, our schools, our workplaces, and even in our public spaces, like on city streets and while traveling. Sexual assault and harassment is a global issue that has ripple effects that can last a lifetime, not only for the person impacted but for entire families and communities.

The statistics are staggering, and the painful truth is that our Uber platform and community are not immune to these societal problems. We want to be part of the solution and are committed to using our reach and visibility to help drive awareness, education, and prevention of sexual assault and domestic violence to millions globally. This is why we are taking a multi-faceted approach that includes actively working with experts to shed light on these issues with the goal of helping to prevent them. And leveraging our technology and networks to improve accountability and build empathy.

Uber started by making a $5 million commitment over five years that will help fund programmatic partnerships focused on prevention. We have partnered with Raliance, National Network to End Domestic Violence, NO MORE, and the Women of Color Network, Inc. to help drive awareness, education, and prevention of sexual and domestic violence globally. And in collaboration with these partners, we have developed awareness and prevention messaging and are using our global scope and scale through our in-app technology to inform millions of riders and drivers.

Additionally, through partnerships with the National Alliance to End Sexual Violence and the National Network to End Domestic Violence we are also improving internal practices and educating the Uber team, including our customer support agents, on this sensitive societal issue.

We also think that technology can help to alleviate the burden from those affected, help law enforcement to investigate reports of crime, and hold people accountable for their behavior. Below are some of the ways we are using technology to increase accountability for crimes committed on our app:

- **All trips arranged in-app**: With Uber, all trips must be arranged via the app -- so there is no anonymity for the people in the car together.
- **GPS tracking**: GPS tracking for every trip means that there is a record for the exact time and location of trips -- providing accurate, objective information that can be crucial to law enforcement investigations.
- **Driver and rider feedback**: By asking riders and drivers for feedback for every trip, we encourage and facilitate incident reporting. If someone has violated our Community Guidelines, we can put their account on hold while we investigate, which removes their ability to access Uber.
- **Law enforcement outreach**: We have a team of former law enforcement professionals who are on call to work with police 24/7 to respond to urgent needs and walk them through how we can assist in an investigation. This team works to proactively educate law enforcement about how to reach us and get the information they need through valid legal processes, and engages them regularly. The team also receives and manage these requests.
- **Law enforcement online portal**: In March 2017, Uber launched a law enforcement web portal to make the process of obtaining information in guidance with the law easier, faster and more secure for our partners in law enforcement. Here is a video we created about how it works.
Our plan is to continue to listen, learn, collaborate and build on our commitment to prevent sexual assault and domestic violence, especially as it relates to the transportation space. We join organisations around the world who are also working on this very important issue and think great progress can be made through collaborative efforts and forums like the ITF. Uber chooses not to remain silent, but to join other leading corporations and organisations pioneering efforts. We are committed to working as a part of a larger community, and believe that together, we can end sexual assault and domestic violence.