



# Driver Access to the Platform

September 2023

Uber

## Agenda

**01** Platform Access

**02** Reasons for Deactivation

**03** Communication with Drivers

**04** Deactivation Appeal and Support

**05** Legislative Solutions and Private Agreements

# Platform Access

# Why do we take action on accounts?

## Platform safety & compliance

Uber's **Community Guidelines** and **Terms and Conditions** are grounded in relevant local regulations and best practices. They are intended to keep our platform safe and compliant.

Failure to follow the policies can lead to users losing access to their accounts. This applies to **ALL users** – including drivers, couriers, consumers and business partners.



# Our Principles

## How Uber approaches account deactivation

### Transparent communication

- Communicate expected behaviors and consequences to users.
- Notify users when their accounts become at risk, whenever possible.
- Provide reason for deactivation, whenever possible.
- Provide information about account actioning process, including how to dispute an account deactivation.

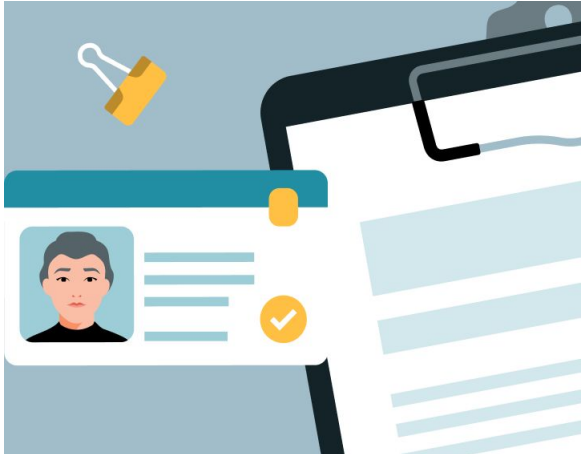
### Fair and standardized actioning

- Ensure policies and actioning are reasonable, fair, and/or grounded in relevant laws and regulations.
- Individuals in similar situations should receive the same treatments.

### Respect and empathy

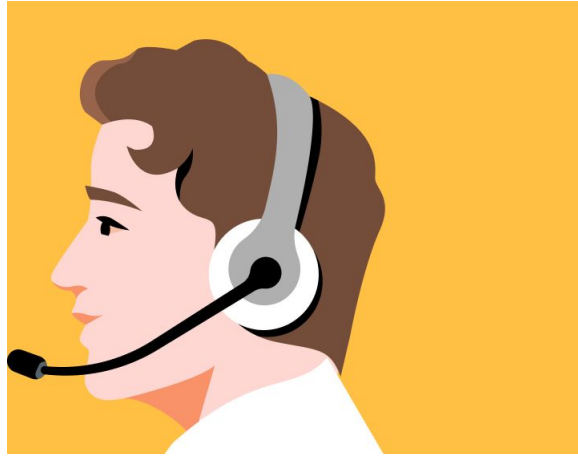
- Resolve issues within a reasonable timeframe and communicate expected processing time with users, whenever possible.

# Striving for a fair deactivation decision



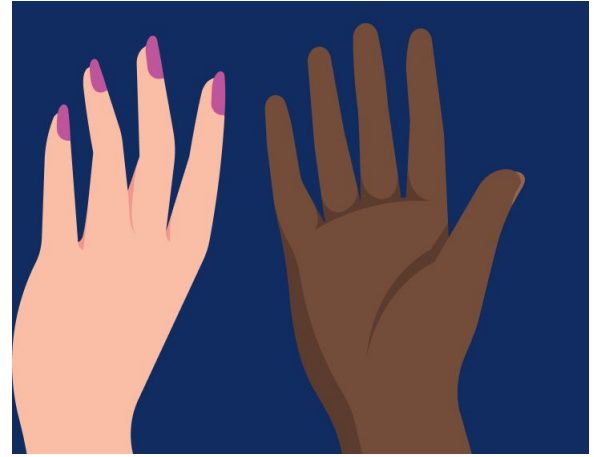
## Verification

- All consumer reports are manually reviewed by support agents.
- Additional information may be requested.
- Accounts may be placed on temporary hold.



## Algorithms + Human Reviews

- Algorithms help spot suspicious activities at scale.
- Human reviewers provide an extra layer of protection.
- Vast majority of account access decisions involve human reviews.



## Fairness Reviews

- Regular reviews of our policies and practices.
- Feedback from drivers and couriers via support tickets, surveys, focus groups, roundtables are valued.

# Actions That Don't Result in Deactivations of Drivers' Accounts

- Acceptance Rates
- Cancellation Rates

# Reasons for Deactivations



# Temporary

## Compliance and Documents

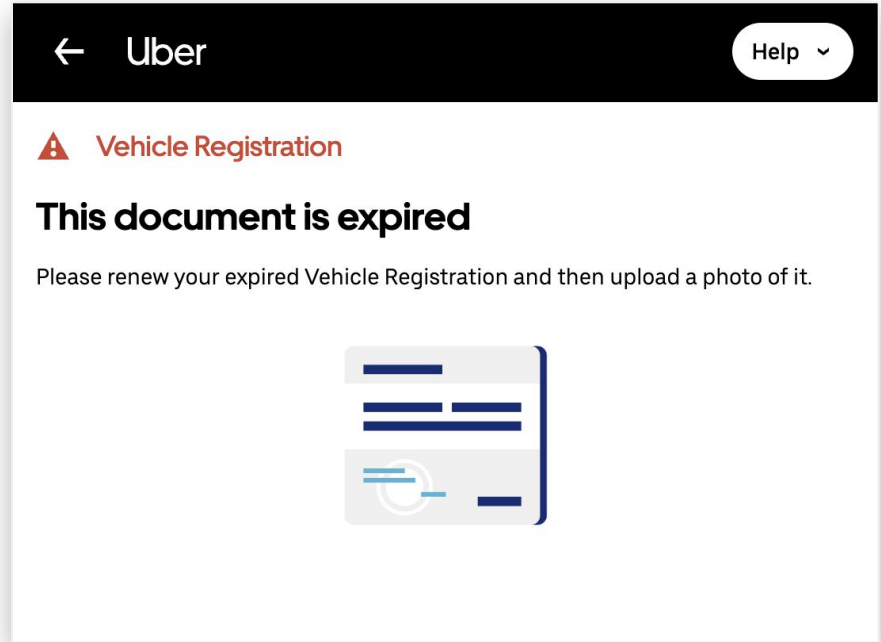
For various compliance reasons, drivers may be temporarily waitlisted. Examples include:

- Driver and vehicle document expirations

These are temporary waitlistings and may be resolved by addressing the underlying issues.

## Investigations

Drivers in an ongoing investigation may temporarily lose app access during the course of the investigation. The results of that investigation may lead to the driver regaining platform access or becoming permanently deactivated.



# Quality

## How Ratings Work

- Uber maintains a 2-way rating system where drivers and riders provide each other ratings based on their trip experience. Driver ratings are an average of the last 500 ratings from riders.
  - Rider rating has a 7 day delay in its calculation for privacy and security reasons
- If a rider gives a driver a low rating because of the price, traffic, or other issues outside of the driver's control, then the rating is removed from a driver's average.

## Ratings, Warnings and Deactivations

- All drivers are expected to maintain a minimum rating for their city. For MSP, drivers must maintain at least a 4.5 - the lowest threshold in the country.
- As drivers near that threshold, they receive email and SMS notifications that their account is at risk.
- When a driver breaches the minimum rating threshold, their account is temporarily suspended pending the completion of a quality improvement course. If the course is completed, drivers are allowed to return to the platform.
- Drivers are then given several trips to improve their rating and continue driving on the platform. If their rating continues to fall below the minimum threshold, then their rideshare account is permanently deactivated.

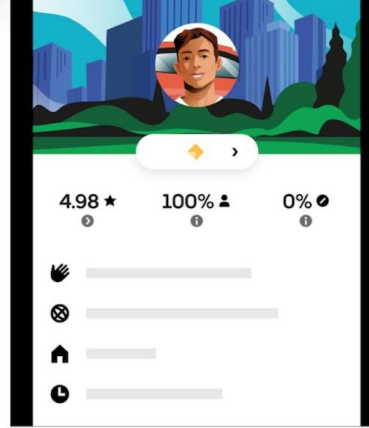
# Quality Ratings Protection

Last month, we launched a new effort to protect Drivers from unfair ratings.

As part of this effort, we now exclude the below from drivers' ratings calculations:

- Any 1- and 2-stars rating by abusive riders
- Any ratings w/ complaints related to things outside of the drivers' control, including but not limited to:
  - Price
  - Traffic
  - Bad map (navigation and/or pick up and drop off locations)
  - Mechanical issues w/ the vehicle

And we notify a driver each time there is a protected rating (with a 4 day delay)



## Uber has your back with new ratings protection

We understand that there are things out of your control that may affect your rating, including overly negative or biased riders. **In order to protect your rating, we will now exclude ratings from riders who've consistently and unfairly given low ratings** (1-star or 2-star).

Additionally, we will continue to exclude ratings with feedback that indicate reasons beyond your control. We have updated the list of reasons to include incorrect navigation, mechanical issues, wrong pin location, and more.

Unfair ratings should not keep you from

# Fraud

For various fraudulent documentation, information, or behavior reasonings, drivers may be suspended and then informed of their violation. Examples below highlight a few types of fraud:



**Document** - Driver provides fraudulent documentation (altered/counterfeit documents) to Uber.



**Information** - Driver provides false information with intent to deceive or mislead Uber/riders.



**Behavior** - Driver displays fraudulent signals such as sharing their account with others, attempting to defraud Real-Time ID checks, OR having multiple devices online simultaneously under the same account.

For all Identity Fraud deactivations, communications are sent regarding the cause for deactivation with information to appeal if they choose to do so.

# Accessibility

All drivers earning on the Uber platform receive regular information about their obligation to transport riders traveling with service animals. Denial of service based on a service animal or any disability is a violation of local and federal law and Uber's policy, and drivers found during an investigation to have denied a ride on this grounds will have their access to earning on the Uber app permanently removed.

# Safety

**The safety of all users of our app is at the heart of everything we do.**

Though not the case for every safety-related incident, some serious safety incidents can result in a rider or driver's loss of access to the Uber app after just one incident.

The vast majority of safety incidents however, involve less severe or infrequent behaviors that may not warrant immediately being removed or permanently banned from the app. If a pattern of behavior is found, this can prompt further review and ultimately result in loss of access. When evaluating patterns of behavior, other factors such as trip count may be considered.

More information on Uber's approach to Safety deactivations can be found in the most recent [Safety Report](#) (starting on pg. 30).

**No rider or driver is banned from the app for a safety report without a human review.**

Examples:

- Background Check Failure
- Sexual Misconduct & Assault
- Interpersonal Conflict

# Advocate & Expert Collaboration

Uber worked with the following experts to develop a [taxonomy](#) for reports of sexual misconduct and sexual assault received from users of Uber's ride-sharing and other app-driven services. This taxonomy, and their guidance, deeply inform our interpersonal violence standards and principles.



[White Paper](#)

# Uber's Sexual Assault Standard Principles

Based on our work with experts, and organizations that advocate against gender-based violence, Uber aligned on key principles for sexual assault that are survivor-centered and trauma-informed: .

## We trust survivors

- When it comes to sexual assault, Uber applies the same standard for everyone (drivers and riders, new and long-time users) without regard to race, gender identity, socioeconomic status, sexual orientation, education level, or app rating or status.

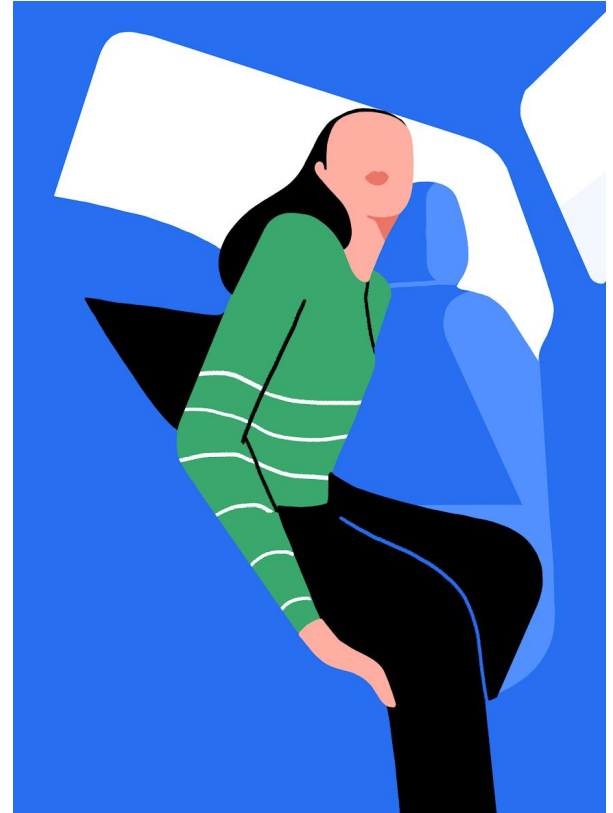
## We do not require conclusivity

- Uber seeks to obtain the most complete and accurate understanding of a reported event. However, we realize it is not realistic to know exactly what happened between users at any given time. In Uber's review process for sexual assault reports, survivors are not required to "prove" their own assault.

## We do not require corroboration

- We know that it may not always be possible to obtain corroborating information in connection with a report of sexual assault.

[Pg 31, Safety Report](#)





# Communication with Drivers

# Notification to drivers before action is taken

The screenshot shows an email notification from Uber to a driver named Matt. The email has a white background with an orange header. The header contains the Uber logo and a message: "Improve your star rating to continue using the Driver app" next to an icon of a car with a warning sign. The main body of the email is white and contains the following text: "Hi Matt," followed by "Your rating dropped and is lower than average for drivers in your area." Below this, it states: "In accordance with our [Community Guidelines](#), if your rating continues to be low, your account could soon be at risk of deactivation." A horizontal line separates this from the next section, "Tips from other drivers on how to improve your rating". Underneath, it says "Check out these 5-star pro tips:" and lists three tips, each with an icon: 1. "Prep your car for company" with a car cleaning icon, stating "Riders say they appreciate a clean, odor-free car. Many drivers suggest cleaning your car regularly." 2. "Start and end the trip on time" with a clock icon, stating "To avoid confusion and ensure accurate fares, start the trip after the rider is in the car, and end it once you've reached the destination and have come to a complete stop." 3. "Put safety first" with a pedestrian icon, stating "Safety concerns reported by riders sometimes include drivers speeding, breaking traffic laws, being distracted by their phones, and driving aggressively: swerving, sharp turns, or harsh braking. Remember that riders want you to obey traffic laws and watch your surroundings as you drive." At the bottom of the tips section is a black button with white text: "GET MORE TIPS →".

Uber

Improve your star rating to continue using the Driver app

Hi Matt,




Your rating dropped and is lower than average for drivers in your area.

In accordance with our [Community Guidelines](#), if your rating continues to be low, your account could soon be at risk of deactivation.

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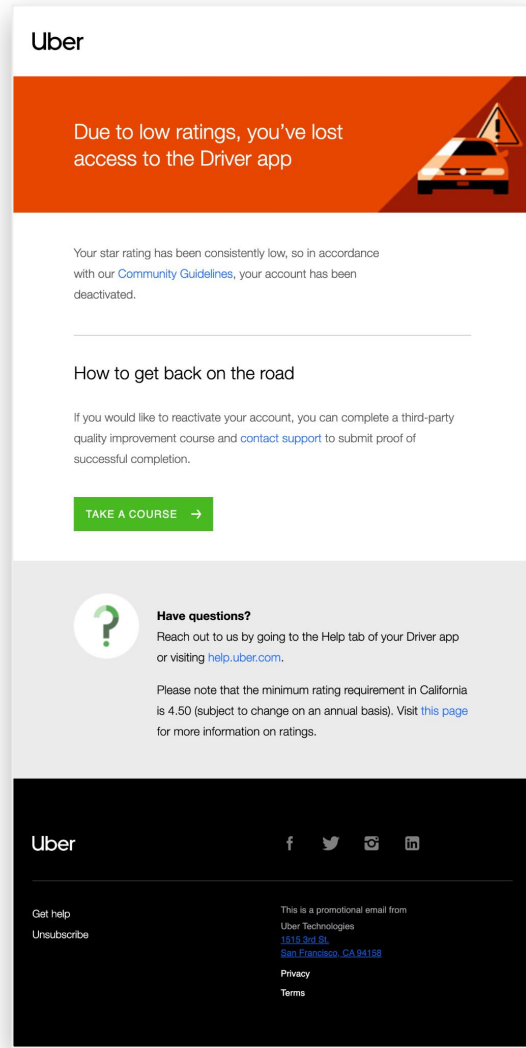
Tips from other drivers on how to improve your rating

Check out these 5-star pro tips:

-  **Prep your car for company**  
Riders say they appreciate a clean, odor-free car. Many drivers suggest cleaning your car regularly.
-  **Start and end the trip on time**  
To avoid confusion and ensure accurate fares, start the trip after the rider is in the car, and end it once you've reached the destination and have come to a complete stop.
-  **Put safety first**  
Safety concerns reported by riders sometimes include drivers speeding, breaking traffic laws, being distracted by their phones, and driving aggressively: swerving, sharp turns, or harsh braking. Remember that riders want you to obey traffic laws and watch your surroundings as you drive.

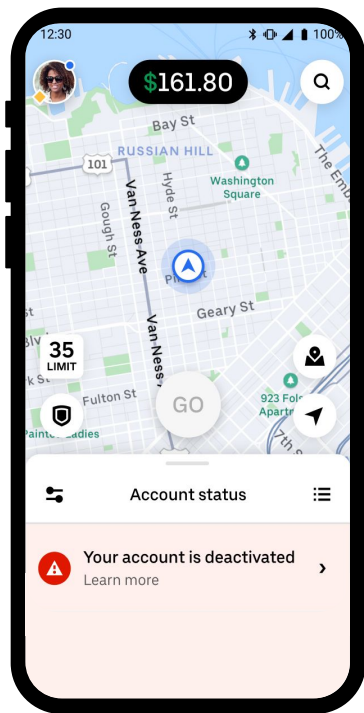
[GET MORE TIPS →](#)

# Notification sent to drivers at the time action is taken

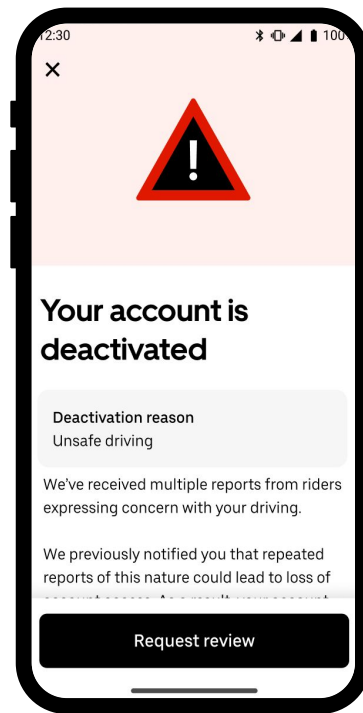


# Deactivation Appeal and Support

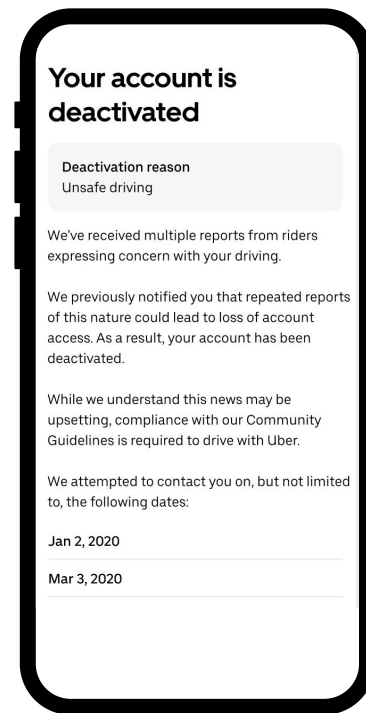
# Deactivation Review Center



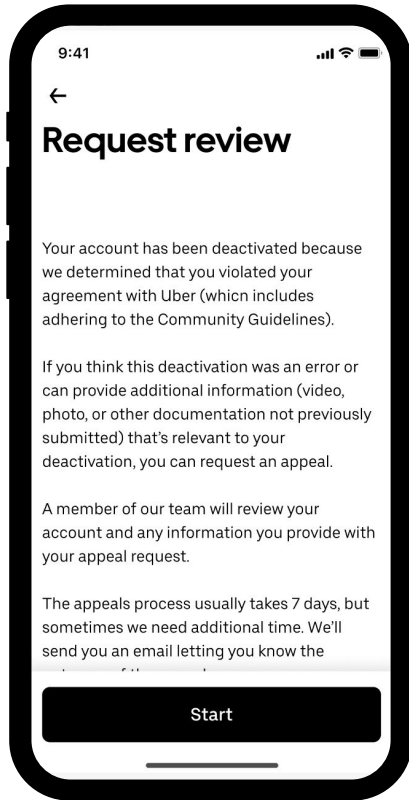
Notification



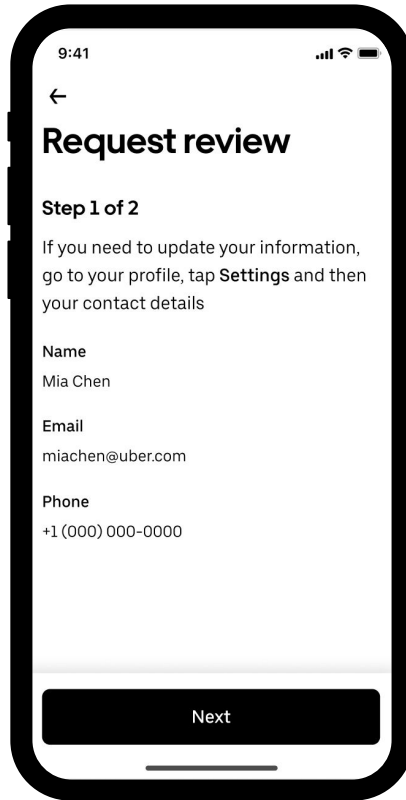
Deactivation reason



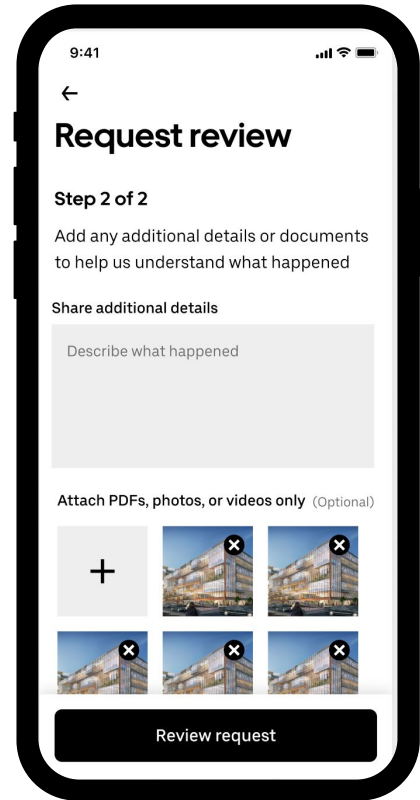
Contact history



Overview of Reviews  
Process



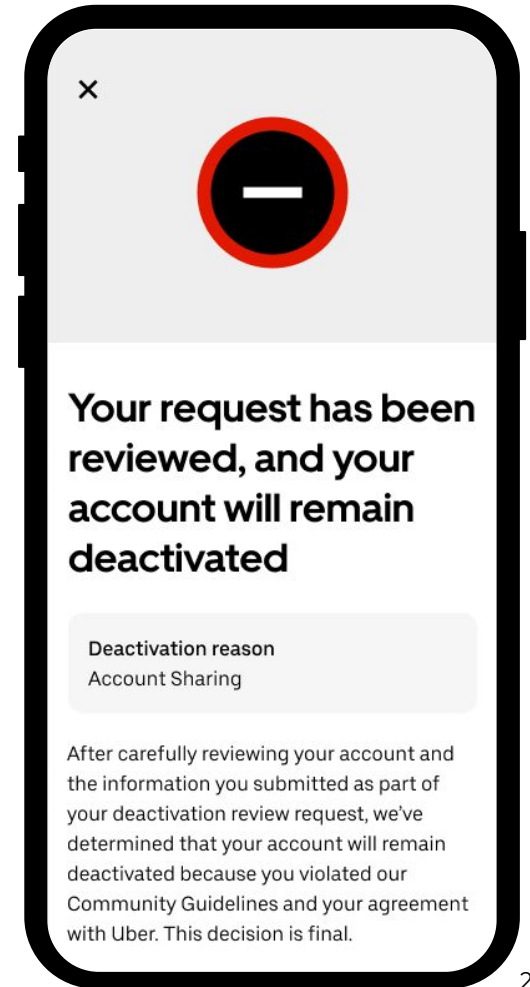
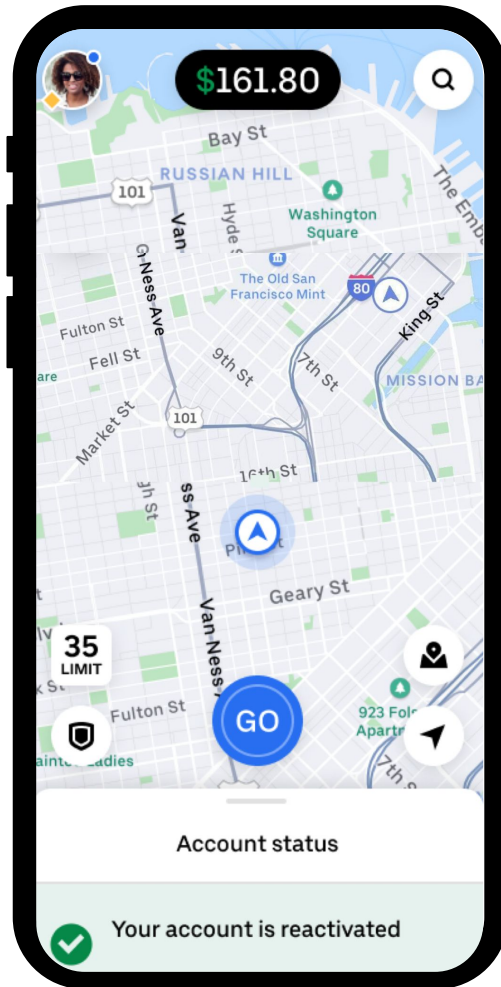
Contact Information  
Confirmation



Supporting Information  
Submission

# Review Outcomes

Once the agent review is complete, drivers and couriers are notified of the result. Reviews are either **Declined** or **Accepted**.



# Somali Community Resettlement Services

Earlier this year, Uber began working with Somali Community Resettlement Services (SCRS), a local non-profit, to offer language-specific, culturally sensitive, on-the-ground support for drivers who wish to appeal a deactivation decision.

SCRS has a direct line to the Deactivation Review team at Uber and the ability to provide additional context and supporting documentation when requesting Uber re-review a driver's case.

To date, SCRS has submitted 51 cases for review and around 12% have been re-activated.



# A deactivation is overturned when...

## **New and relevant information is presented**

If the driver/courier was able to supply the request with “new and relevant” information not previously provided, such as photo, dashcam/ security footage, audio recording, and police reports that prove innocence.

## **There is an error**

If there were errors in the initial deactivation process, or onboarding errors when the driver/courier was first onboarded (i.e. listing a wrong vehicle, photo, name, etc), that later resulted in account deactivations.

## **There is evidence of support abuse**

Uber has put in place systems to identify riders who report incidents and give feedback with the aim of getting a refund or appeasement and ensure that allegations made by these customers aren't considered in account deactivation decisions.

# Legislative Solutions and Private Agreements

# Legislative Solutions and Private Agreements

## NYC IDG Agreement (2016)

NYC TLC-licensed drivers can request an [appeal](#) and to be represented by the Independent Drivers Guild, an affiliate of the Machinists Union. The American Arbitration Association (AAA) facilitates all deactivation hearings.

## Canada UFCW Agreement (2022)

UFCW Canada can provide representation if requested by Uber drivers and couriers facing an account deactivation or other account dispute issues.

## California Prop 22 (2020)

Prohibits TNCs to deactivate unless based upon a ground specified in the contract.

Requires TNCs to provide an appeals process for deactivated drivers.

## Washington HB 2076 (2022)

### Requires TNCs to

- Enter into an agreement with the Driver Resource Center establishing a deactivation appeals process.
- Notify drivers of their right to appeal the account deactivation and receive representation by the driver resource center.
- Provide the driver with a written statement describing the reason for deactivation and the internal policy violated

Key:

Union agreements

Legislation

Uber