To: Mayor Steve Adler
From: Marco McCottry, Uber General Manager
Date: October 27, 2015
Subject: Flaws in City's Background Check Process

As the City considers a proposal that would impose new, duplicative background checks on Uber driver-partners, we want to provide you with the results of an internal audit that we conducted on drivers in Austin.

Audit Reveals Drivers with City Permits Failed Uber's Background Check

It recently came to our attention that a number of individuals with criminal records who failed Uber's background check process have received a chauffeur's license from the City of Austin. We cross-referenced our records with a list of individuals who were granted a chauffeur's permit from the City of Austin from 2012-2015 and found:

- A significant number of individuals who received a chauffeur's permit from the City of Austin attempted to sign up to drive on the Uber platform.
- Of those 163 city-permitted individuals that completed Uber's background check, 53 — or about one-third — were prevented from partnering with Uber due to failing Uber's background check process.
- Nineteen of these individuals failed Uber's background check because of a recent 'serious offense.' Crimes included felony assaults, DWIs, and a hit and run.

We feel our background checks are robust and thorough. We strongly encourage you to heed the Austin Transportation Department's recommendation and require the City to adopt Uber's background check process. Since background checks only provide a snapshot into an individual's history, we also urge the City to consider Uber's overall approach to safety as a potential model for new standards for Austin taxis.

Below is a summary so you can easily see how we approach safety. Moving people–the world's most precious cargo–from A to B is a huge responsibility. While no means of transportation can ever be 100% safe, it's our goal to design safety checks that reduce incidents, improve ratings, and accurately gauge whether a driver might put a rider at risk.

An Overview of Uber's Safety Process:
- Uber driver-partners typically display their first name, photo, license plate number, and a picture of the vehicle in their profile. When a driver-partner accepts a trip request, a rider sees this information prior to the vehicle arriving and is able to confirm the driver's identity upon arrival.
- No ride is anonymous; every trip is GPS tracked.
- Riders can share a real-time map tracking their trip location as it happens with friends or loved ones during the ride.
- Driver-partners and riders rate each other after every trip, providing a strong motivation for good behavior and deterrent for bad behavior. Riders can also review the driver's rating to see if other riders had a good experience with him or her.

- Uber support is available 24/7. If something happens while in the car, our customer support staff are ready to respond 24 hours a day, seven days a week.
- In addition, we routinely review rider comments to assess the quality performance of our driver partners and ensure they are meeting our high standards when it comes to quality of service and safety.
- In the very rare cases where law enforcement is involved, Uber gathers the facts from its live GPS-tracking system, and coordinates with law enforcement as needed.
- Uber provides $1 million commercial liability insurance for every trip for physical injuries and property damage, more than three times what is required of taxi.
- Transactions are cashless, so driver-partners are not targets for theft, and;
- All driver-partners wanting to use the Uber platform are required to undergo an extensive background check, which is performed by a nationally accredited third-party provider. Companies such as Care.com, FedEx and UPS use a similar process.

We know safety is your top priority and look forward to discussing these findings with you.

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