

Congress of the United States

Washington, DC 20510

July 29, 2021

Ms. Sarah Friar
Chief Executive Officer
Nextdoor.com, Inc.
875 Stevenson St., Suite 700
San Francisco, CA 94103

Dear Ms. Friar,

We write to express our serious concerns regarding the increasing rate of Spanish and other non-English language disinformation across digital platforms, and the lack of transparency regarding efforts to limit the spread of this harmful content for all languages. We urge you to release specific and clear data demonstrating the resources you currently devote to protect non-English speakers from misinformation, disinformation, and illegal content on your platform.

This letter follows previous letters sent to Facebook and Twitter, including a recent letter sent in April urging them to take action against the “Disinformation Dozen”. In addition, the letter calls for greater scrutiny on primary spreaders of vaccine disinformation and requests clear and concrete statistics regarding campaign efficacy and the number of full-time and contract level employees devoted to non-English content moderation. Unfortunately, both platforms failed to provide the requested information on investments made to non-English language content moderation through human review and algorithmic processes.

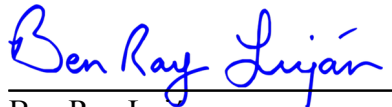
The lack of transparency across the industry is concerning. Congress has a moral duty to ensure that all social media users have the same access to truthful and trustworthy content regardless of the language they speak at home or use to communicate online. Given the seriousness of this issue, we request additional information on what Nextdoor is currently doing to remove non-English misinformation, disinformation, and illegal content:

1. What are the top five languages for content that users within the U.S. encounter on Nextdoor? Please provide an approximate percentage of users in the U.S. that encounter content within the given language on a weekly basis.
2. How many of your employees and/or contractors provide content moderation in each of those languages? For each language, please break down further by including:
 - a. Employment status of moderators (full-time, in-house, or contract-level), specifying the employees who work across multiple languages to avoid double counting;
 - b. Country the employee is permanently stationed in; and
 - c. Median hourly salary for the cohort broken down by employment status and country where the work is performed.

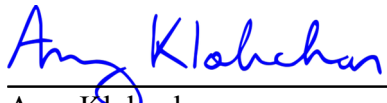
3. Is all content reviewed in the original language of the post, or are some or all subject to automated translation before being reviewed?
4. For your platform's algorithmic processes that detect content for removal or additional review, do you have processes in place to ensure similar performance between all languages? If so, please describe. Please include in your response specific numbers that show investment or efficacy such as precision/recall metrics, the size of training data, or the number of full-time employees working exclusively on non-English algorithmic content detection.

We look forward to your prompt response, which we would request that you send us by Friday, August 13th, 2021.

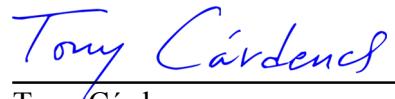
Sincerely,



Ben Ray Lujan
United States Senator



Amy Klobuchar
United States Senator



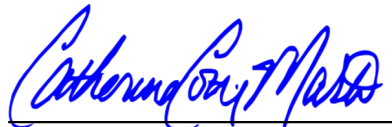
Tony Cárdenas
Member of Congress



Mazie K. Hirono
United States Senator



Kim Schrier, M.D.
Member of Congress



Catherine Cortez Masto
United States Senator



Joaquin Castro
Member of Congress



Elizabeth Warren
United States Senator



Dina Titus
Member of Congress



Robert Menendez
United States Senator



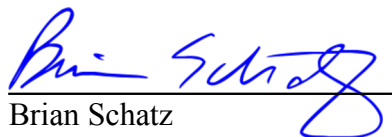
Lori Trahan
Member of Congress



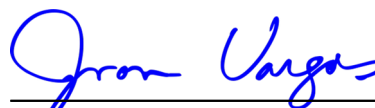
Alex Padilla
United States Senator



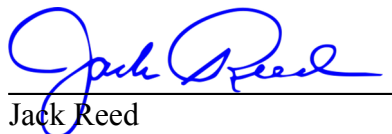
Jan Schakowsky
Member of Congress



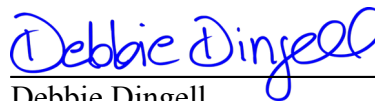
Brian Schatz
United States Senator



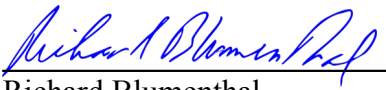
Juan Vargas
Member of Congress



Jack Reed
United States Senator



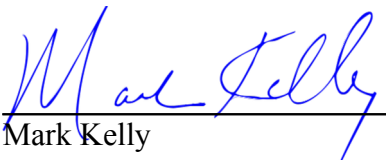
Debbie Dingell
Member of Congress



Richard Blumenthal
United States Senator




Ruben Gallego
Member of Congress



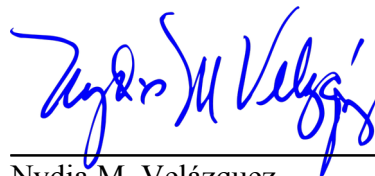
Mark Kelly
United States Senator



Darren Soto
Member of Congress



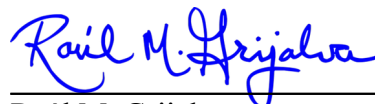
Tim Kaine
United States Senator



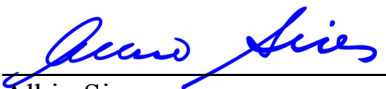
Nydia M. Velázquez
Member of Congress



Raul Ruiz, M.D.
Member of Congress



Raúl M. Grijalva
Member of Congress



Albio Sires
Member of Congress