



LYFT 2021

Environmental, Social, & Corporate Governance Annual Report



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Note About Forward-Looking Statements

Various statements in this report, including estimates, projections, objectives and expected results, are “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, Section 27A of the Securities Act of 1933, and Section 21E of the Securities Exchange Act of 1934 and are generally identified by the words “believe,” “expect,” “anticipate,” “intend,” “opportunity,” “plan,” “project,” “will,” “should,” “could,” “would,” “likely,” and similar expressions and include statements about our strategies, markets, business, and opportunities. Forward-looking statements are based on current assumptions that are subject to risks and uncertainties that may cause actual results to differ materially from the forward-looking statements, including the risks and uncertainties more fully described in our filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K for the fiscal year ended December 31, 2020 and Quarterly Report on Form 10-Q for the quarter ended March 31, 2021. We undertake no obligation to update or revise publicly any forward-looking statements, except as required by applicable law.

INDUSTRY AND MARKET DATA

Unless otherwise indicated, estimates and information contained in this report concerning our industry and the market in which we operate, including our general expectations, market position, market opportunity, and market size, are based on industry publications and reports generated by third-party providers, other publicly available studies, and our internal sources and estimates. This information involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. Although we believe the information from the industry publications and other third-party sources included in this report is reliable, we have not independently verified the accuracy or completeness of the data contained in such sources. The content of, or accessibility through, the below sources and websites, except to the extent specifically set forth in this report, does not constitute a portion of this report and is not incorporated herein.



Logan Green and John Zimmer

Rooted in a Big Mission

“In this year of many challenges, from the pandemic to continued acts of racial injustice, the importance of our mission has never been more apparent. This was the year we connected people to essential services, and supported hundreds of thousands of healthcare workers, community organizations in need of meals, and people in need of the vaccine or transportation access to the polls. We also secured a new path forward for driver benefits with independence in California.”

Read the Letter from Our Co-Founders in [Our 2021 Proxy Statement](#)

Our Mission

Lyft's mission is to improve people's lives with the world's best transportation.

We understand the important role our platform plays in reshaping transportation, cities, and ultimately the way we live. We're excited to continue to share the vision we hope to achieve together. There is important work ahead, and we look forward to making continued progress.

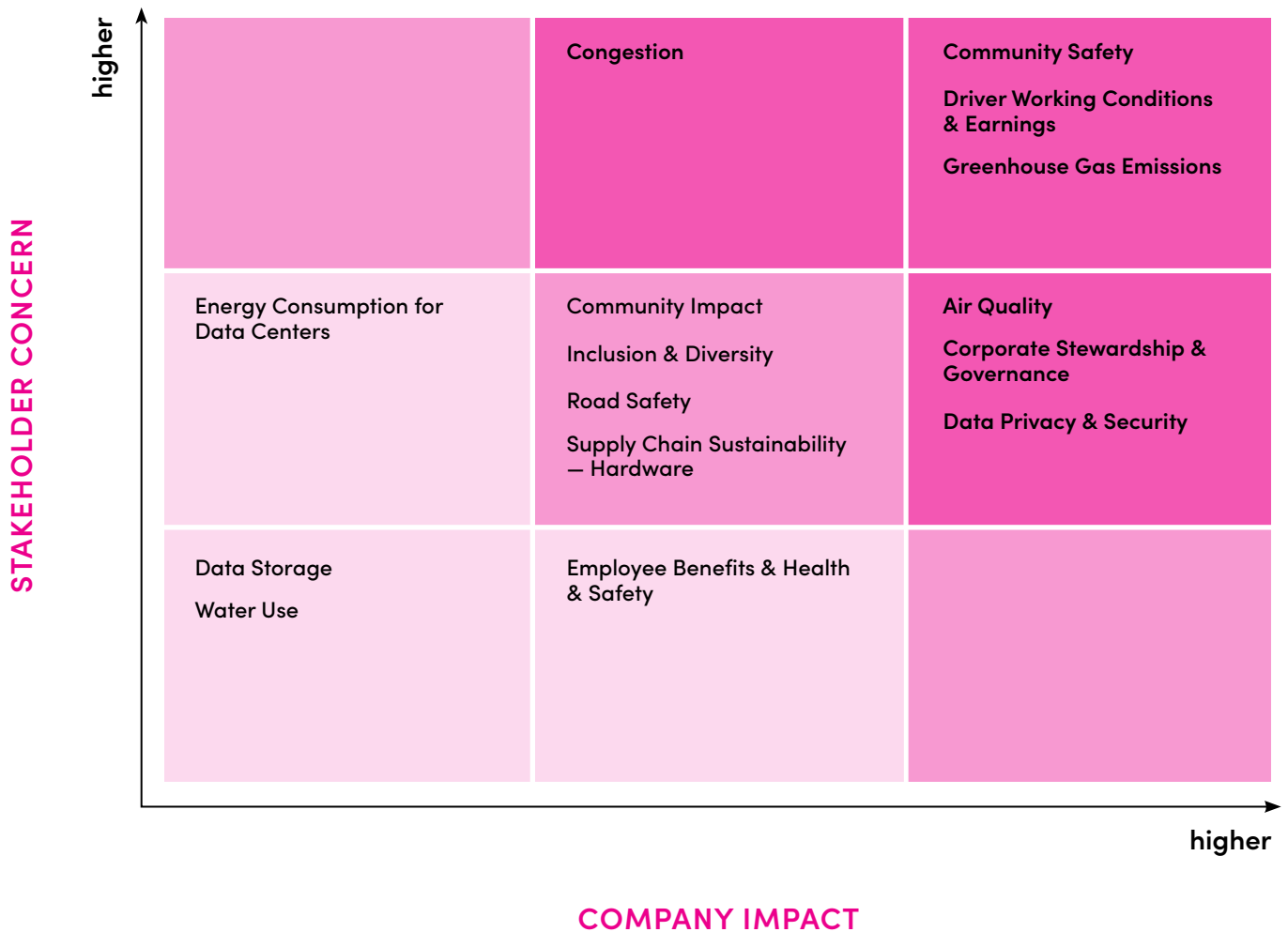
About This Report

This ESG Report is meant to be a public resource for all our stakeholders. The ESG issues we highlight in the report closely mirror the issues we care most deeply about as a company along social, economic, and environmental lines. We believe that focusing on purpose and people isn't just the right thing to do in the short term — it will also have an enduring positive impact in the long term on both our business and the communities we serve.

Starting with our inaugural ESG report last year, the first ever for our industry, we publicly committed to releasing an ESG report every year because we believe that regularly evaluating our impact is essential to holding ourselves accountable. Except where noted, this report is focused on the work we accomplished in 2020.

To understand which ESG topics are important for this report, we strove to define which ESG measures were most relevant by engaging with key internal and external stakeholders. We worked closely with Lyft’s executive leadership team and board of directors, and we interviewed shareholders and leaders in the ESG space. Although every topic we identified is important, this report focuses on the ESG areas that are most relevant to our business from these perspectives. Topics within the assessment are listed in alphabetical order.

ESG MATERIALITY ASSESSMENT





SECTION ONE

Environment

Building Back Greener

Lyft's vision is to rebuild cities around people instead of cars by replacing car ownership. We took major strides in 2020 to drive us toward this long-term vision and to ensure that replacing car ownership creates a cleaner world.

Ending car ownership means turning around a century of infrastructure, business, and culture. That's a challenge that inspires us every day, and it's one we'll fight for until it's over. That will look like cities designed for people, not cars. It will mean more affordable, sustainable, and equitable transportation. Progress will happen in waves, not following a perfectly straight line.

In 2012, Lyft's first goal was to offer convenient alternatives that could compete with the car in someone's driveway. Next, we brought Shared rides¹ to market, followed by bikes, scooters, transit, and a rental fleet. And finally, Lyft Pink — a premier membership program with preferred pricing for rideshare, bikes, and scooters, plus perks for car rentals.

Over the next few years, we will continue to move our offerings forward to provide a comprehensive alternative, with a goal of making car ownership financially obsolete.

Lyft has already helped remove an estimated 9 million cars from our roads.² We also manage North America's largest bikeshare system, we've integrated select public transit systems directly into the Lyft App, and we're partnering with transit agencies across the country to increase non-car mobility within their cities. And as our platform grows, we will be even cleaner as we progress on our commitment to reach 100% electric vehicles (EVs) on the Lyft platform by 2030.



In 2020, we continued to see the devastating effects of the global climate crisis, we were repeatedly reminded of systemic racial injustice that ravages our communities, and we faced a global pandemic. It was a time for us all to reset and determine how we want to rebuild.

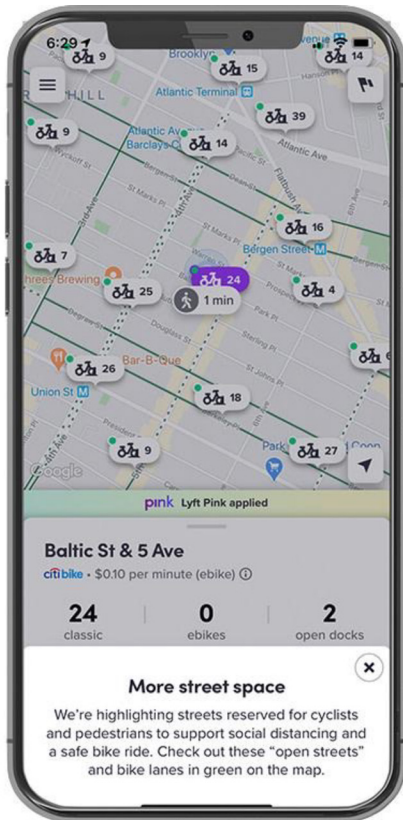
The COVID-19 pandemic also forced people to reconsider transportation, causing our society to change the way we move. While the pandemic had and continues to have a severely negative impact on our business, there were several silver linings. Cities redesigned themselves to be focused on people, not cars. Micromobility use picked up, and in some cases surpassed previous highs, as we saw over 1.8 million new riders across our bike and scooter systems. And we took a major step in making vehicles on our platform cleaner, by committing to achieving 100% EVs on the platform by 2030.

The year 2020 was challenging, to say the least, but we're pleased to report the progress we made and describe some of the roadblocks we faced.

TRANSFORMING CITIES

As the COVID-19 pandemic reduced traffic, cities throughout the world were reimaged and redesigned. Lyft joined in those efforts throughout the year. Here was the question on everyone's minds: Do cities stick to the status quo design that supports car ownership and driving alone, or could we design city streets for an improved future?

At the beginning of 2020, we helped support the launch of Better Market Street, an initiative from the San Francisco Municipal Transportation Agency (SFMTA) that restricted vehicle access along two miles of a major street in San Francisco. The goal was to create more space for cyclists, scooter riders, and pedestrians, and improve the reliability of transit routes along the corridor. To help implement the Better Market Street project,³ Lyft worked with the SFMTA to create loading zones on side streets to support easy pickup and drop-off, and helped notify riders and drivers of the upcoming changes. The Better Market Street campaign also had considerable strategic importance to Lyft's Bay Area bikeshare



system, Bay Wheels. At the time, over 25% of all San Francisco bikeshare trips started or ended along the Better Market Street corridor. After the Better Market Street program’s launch, the SFMTA reported that the corridor saw the number of people riding bicycles increase by over 25% before the shelter-in-place order, and transit times improved by up to 12%.⁴

While the pandemic affected the magnitude of activity along the Better Market Street corridor due to the shelter-in-place order, it marked the beginning of widespread transformational street design projects around the country that helped reorient cities around people, not cars.

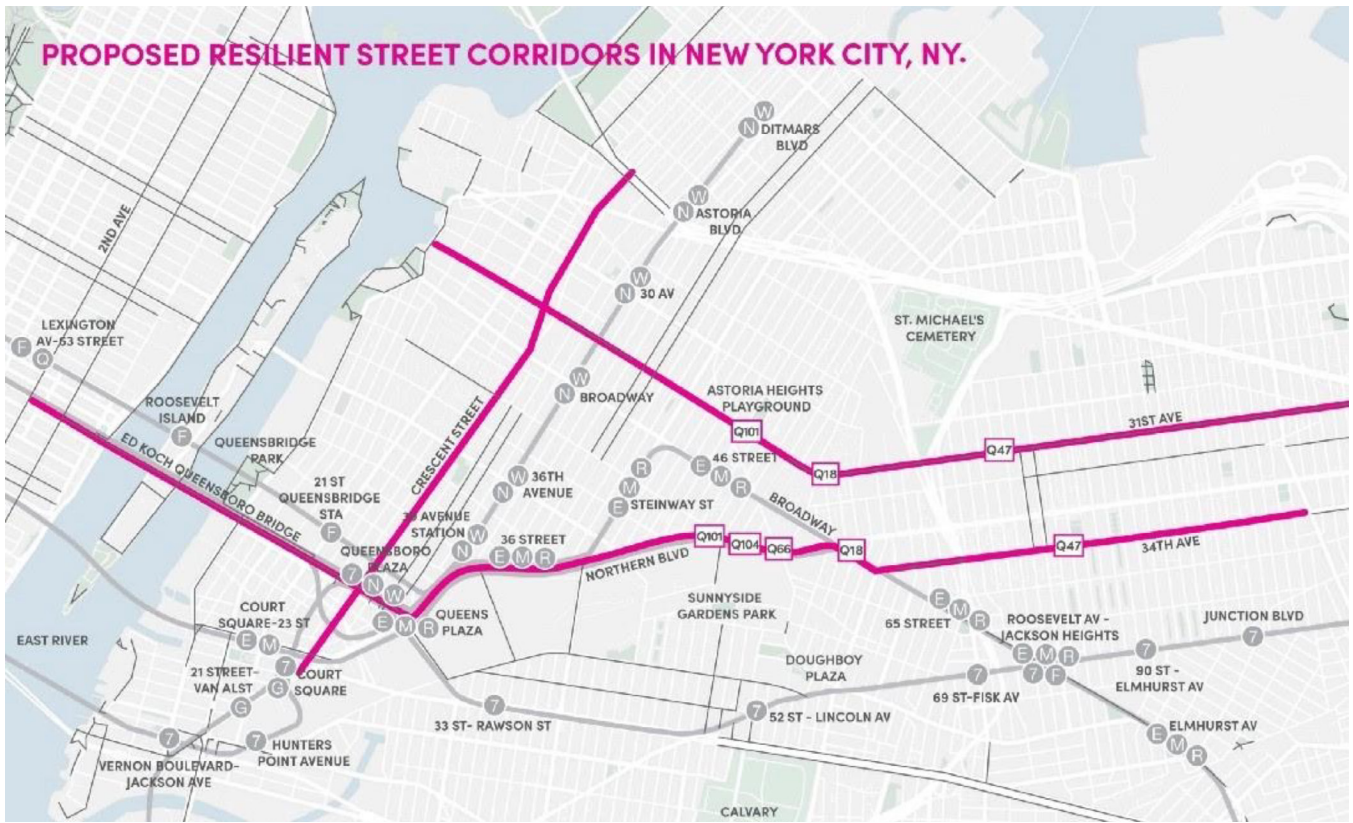
Many cities began to create “Slow Streets” or “Open Streets” programs to create safe spaces for social distancing, as well as respond to the growth of bicyclists and pedestrian activity. To help support these informal road closures and make it easy for micromobility users to understand where they could ride, Lyft mapped these street closures and surfaced them in the Lyft and bikeshare apps.

Taking a longer-term view, Lyft launched its national Resilient Streets Initiative in September 2020,⁵ and offered a vision for how cities can safely and efficiently move the greatest number of people as economic, educational, and social activities resume in our cities. The initiative reimagined what a “resilient street corridor” might look like in cities where Lyft operates micromobility services. It also investigated street design’s impact on key metrics around vehicle miles traveled, socioeconomic demographics, and greenhouse gas (GHG) emissions. We created case studies on the impact of resilient street corridors for Queens,⁶ Chicago,⁷ Washington D.C.,⁸ and Oakland.⁹ As an example, in Queens, our analysis estimated that adding “Resilient Street” infrastructure and design changes along the corridors in western and central Queens would generate demand and provide safer facilities for 55,000 daily bike trips and 14,000 walking trips daily. These 69,000 daily biking and walking trips would save 290,000 vehicle miles traveled daily, removing 31,000 metric tons of carbon dioxide annually.



Proposed Resilient Street renderings in Columbus, Washington D.C., Minneapolis, Queens, Chicago, and Somerville. Developed by Street Plans.

Over a year after the COVID-19 pandemic began, cities are transitioning their “Slow Streets” and “Open Streets” programs for longer-term purposes. For example, in New York City, the Queensboro Bridge (which was part of Lyft’s Queens Resilient Streets Case Study) will be converting a traffic lane from vehicular travel to dedicated space for cyclists and pedestrians.¹⁰ The City of Oakland is also considering permanent street design changes inspired by their Slow Streets program – including permanent signage and public art, similar to what came out of Lyft’s Oakland Resilient Street case study.¹¹ In the future, Lyft will continue to advocate for safe space for all transportation modes and find ways to support cities on these initiatives.



Resilient Street corridor in Queens, New York City.



Proposed resilient street corridor in Oakland, California – featuring safe street design and public art to reflect the local community.

LOW-CARBON TRANSPORTATION ALTERNATIVES

Micromobility

Lyft operates bikes and/or scooters in 15 markets across the United States. Together, these programs saw nearly 34 million rides in 2020.

LYFT BIKES AND SCOOTERS



Lyft Bikes and/or Scooters are available in **15 markets:**

- Boston Metro
- Chicago
- Columbus
- Denver
- Los Angeles
- Miami
- Minneapolis
- New York City Metro
- Oakland
- Portland
- San Diego
- San Francisco
- San Jose
- Santa Monica
- Washington D.C. Metro

COVID-19 dramatically changed how people moved. While shelter-in-place orders reduced commuting miles and other mobility demand, micromobility modes like bikes and scooters became an increasingly attractive option for people to get around.



The year 2020 brought many big milestones across Lyft's bikeshare systems:

100M

Citi Bike (New York City) hit 100 million cumulative rides, the only bikeshare system in the U.S. to reach this milestone.

2.7M

Nice Ride (Minneapolis) celebrated its 10-year anniversary with over 2.7 million cumulative bikeshare rides.

612K

Divvy (Chicago) bikeshare broke its monthly ridership record with over 612,000 rides.

27M

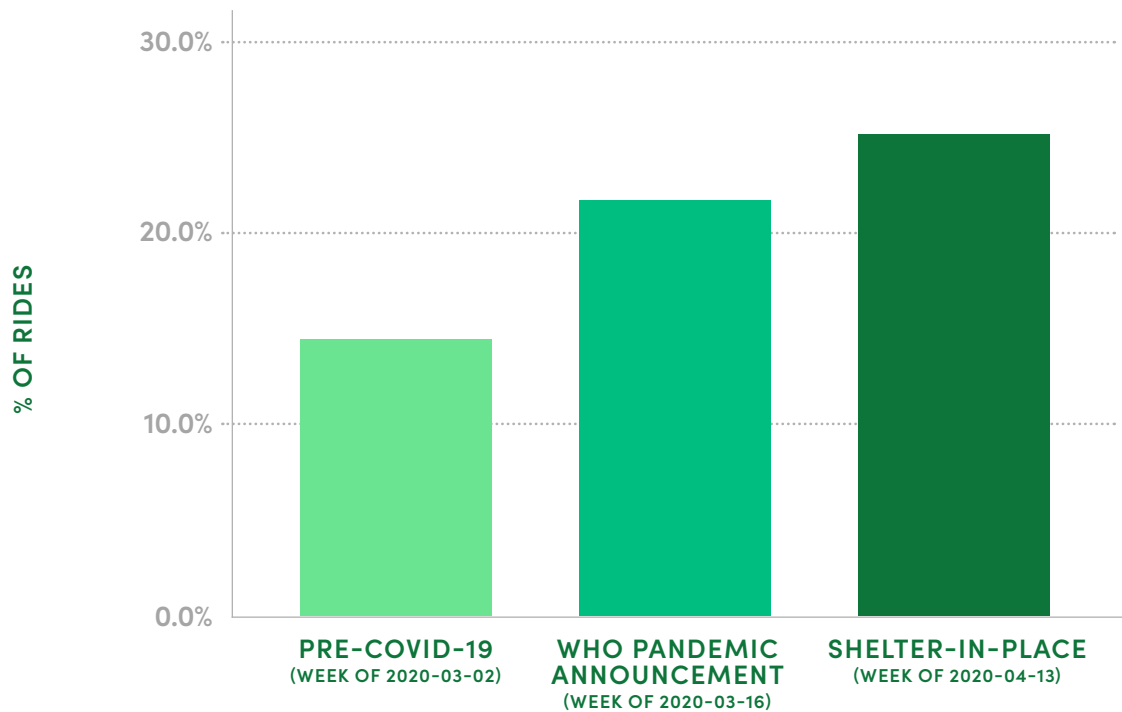
Capital Bikeshare (Washington D.C.) celebrated its 10-year anniversary with over 27 million cumulative rides and over 150 million miles.

300

CoGo (Columbus, Ohio) launched 300 e-bikes under the Smart Columbus program.

Micromobility riders' travel behaviors also changed during the year. Ride activity during traditional morning commute hours decreased – consistent with work-from-home policies, increased recreational riding, and new riders who worked nontraditional schedules. Average bikeshare and scooter trip distances also increased, likely due to increased recreational riding and potential mode shift from other transportation modes. We also observed an increase in rides starting or ending at stations near a hospital in the Bay Wheels, Citi Bike, and Divvy systems.

Share of Micromobility Rides Greater Than 2km in Distance



Source: Debs Schrimmer, "Changes in Bike and Scooter Travel Behavior During COVID-19," Sharing the Ride with Lyft, July 1, 2020, <https://medium.com/sharing-the-ride-with-lyft/changes-in-bike-and-scooter-travel-behavior-during-covid-19-3b1444ab99cd>

E-bikes have become a transformational product and will continue to reshape the transportation landscape. As ridership increased to surpass previous records in the second half of 2020, our e-bike fleets for Citi Bike and Divvy also increased simultaneously, to 3,700 bikes and 3,600 bikes, respectively. These are now the two largest e-bike fleets in the U.S. Due to pedal assist, they make longer trips easier on riders, particularly trips in the 3- to 5-mile range, and are more likely to replace car trips. On Citi Bike, the average e-bike saw more than double the use of classic bikes, and they now comprise over 40% of rides in that program despite being only 20% of the fleet.



In 2020, Lyft also undertook its first national survey of its micromobility riders to better understand their travel behaviors. Notably, the survey found that, of Lyft's micromobility users:

71%

report using shared micromobility in place of car trips.

34%

who have access to a personal vehicle use that car less because of the availability of shared micromobility services.

50%

who do not have regular access to a private vehicle report that the availability of micromobility has affected their decision to not own or lease a vehicle.

31%

who do not have regular access to a private vehicle say that they would be more likely to purchase or lease a vehicle if shared micromobility services became unavailable.

60%

who have sold, donated, or discarded a vehicle since they began using shared micromobility services report that they would definitely or probably still have the vehicle if shared micromobility services were not available.

Critical workers also became an important ridership demographic of bikeshare systems around the country. In spring 2020, Lyft created Critical Workforce Programs, which provided free rides to first responders, the transit workforce, and healthcare providers to help them meet their essential travel needs. Over 35,000 critical workers accessed free bikeshare memberships in 2020, and took 1.1 million bike and scooter rides. Over 80% of riders in these programs were brand new to Lyft's micromobility services. These programs also helped lead to a record high in female bikeshare membership. For example, in New York City, 61.7% of the members of the Citi Bike Critical Worker Program were female. As a result, the share of female membership in the Citi Bike system increased by 5.1 percentage points compared with 2019.

For more information on our LyftUp Micromobility Access programs, see page 65.

Given the large growth of micromobility as well as federal leadership focused on sustainable transportation to lower the country's carbon footprint, Lyft's micromobility policy strategy in 2021 will have a large focus on supporting local and national efforts to enhance micromobility as a first- and last-mile connection to public transportation.

SUSTAINABILITY IMPACT AREAS IN MICROMOBILITY

Lyft's micromobility division worked hard to bring sustainable transportation options to people around the country. The organization also took steps to ensure that sustainability principles were key to internal operations. We structured our sustainability efforts around three environmental impact areas:

Sustainably Sourced Materials in City of Portland's BIKETOWN Bikeshare Stations

Lyft incorporated Nike Grind rubber recycled from Nike's footwear manufacturing process in the system's newly designed bikeshare station mats. The top layer of the rubber mats for the e-stations uses 25% Nike Grind post-industrial rubber from manufacturing scraps,¹² and the base layer is made of 100% recycled tires. To date, the use of recycled tire rubber by Lyft has diverted 10,800 kilograms of post-consumer waste from landfills, which is equivalent to 29 metric tons CO₂e. Working with the Portland Bureau of Transportation, 40 stations from our pilot will



be installed in Portland as new Nike-sponsored BIKETOWN locations, with an expansion planned for Chicago and Denver for Lyft's other e-bike and scooter markets. These e-stations have a 10-year lifespan, and the mat's speckled finish hides wear and tear and highlights material reuse. Lyft's designers embraced circular economy concepts by repurposing this waste material into a long-lasting product with a new useful life. Like all Lyft hardware, these stations will be responsibly recycled at their end of life.

Reuse & End-of-Life Recycling

Lyft is committed to "zero waste" for Lyft's bikes and scooters. Currently, all components are reused when possible and at their end of life, all Lyft micromobility devices are recycled, including their lithium-ion batteries. Lyft has contracted an e-waste recycler to handle our rideables when they reach their end of life.



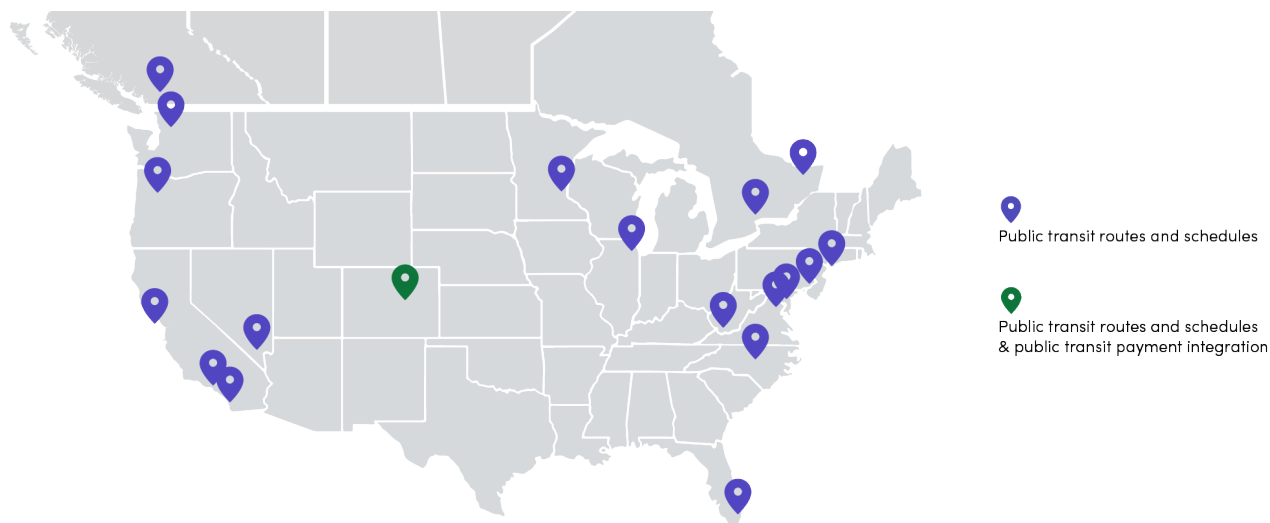
We have also contracted with a speciality battery recycler to handle the specific requirements for processing lithium-ion batteries. Both recycling partners are certified to the R2 recycling standard.¹³ In 2020, Lyft sent 16 metric tons of equipment for recycling.

Operational Efficiencies

Lyft continues to develop innovative tools to make micromobility operations more efficient, thereby reducing operations-related GHG emissions. The majority of Lyft's operational emissions are associated with the vehicles used to deploy, redistribute, charge, and service Lyft's micromobility fleets. To reduce these operations-related emissions, we've developed internal tools to optimize the dispatch, timing, and routing of these operations. And where possible, local operations teams use electric cargo bikes to rebalance micromobility fleets and address maintenance issues in the field.

Transit

Public transit is among the most sustainable forms of transportation and is a critical component of transportation systems in cities and towns across the United States. It reduces congestion, produces less air pollution than most cars, and helps get people from A to B efficiently. Public transit was hit hard in 2020 by the pandemic. Ridership plummeted in response to shelter-in-place orders, and transit agencies were forced to make difficult tradeoffs around redesigning routes, modifying schedules, reducing service, and grappling with massive budgetary shortfalls.

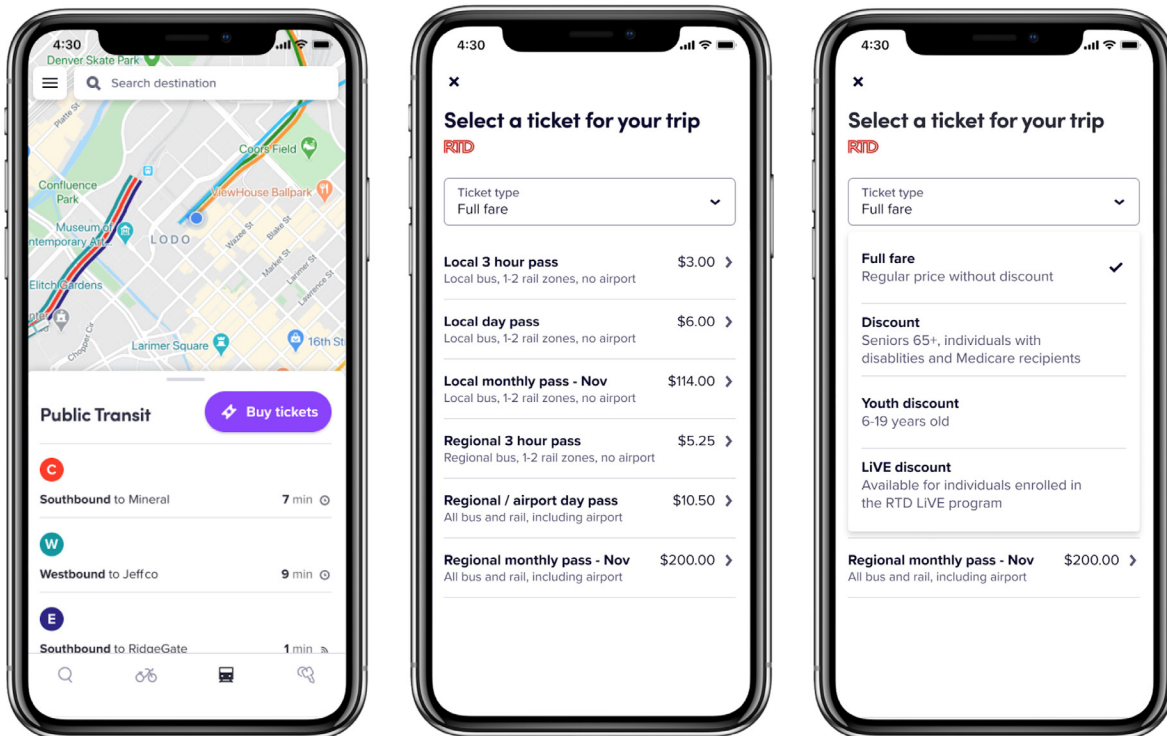


During this time of crisis for transit, Lyft was well-positioned to provide mobility options that made transit more convenient, reliable, and accessible. Many Lyft riders depend on public transit. For example, based on our 2021 Economic Impact Report:¹⁴

- 51% of riders have used a Lyft service to get to or from public transit.
- 37% of riders have used Lyft to get around when public transit does not operate.
- 79% of Lyft's bike and scooter riders have used shared micromobility to connect to public transit.

Lyft works directly with transit agencies across North America on over 80 partnership programs that improve mobility for their riders.¹⁵ In 2020, nearly half of those programs were new launches or expansions. Partnerships range from expanding first- and last-mile connectivity to an existing transit service, to increasing transportation options for seniors and people with disabilities, to ensuring coverage in low-density suburban areas where it's difficult to provide fixed-route service.

To make it easier for riders to plan their transit trips, Lyft continued to enhance its public transit product capabilities by launching seven new markets for in-app transit routes and timetables, adding real-time service alerts, and introducing walking as an option for trip planning. This means Lyft’s transit product was available in 16 regions in 2020 (up to 19 regions in early 2021), which covers about 80% of all transit service in the U.S. Lyft also launched transit payment integration in Denver to encourage seamless multimodal travel.

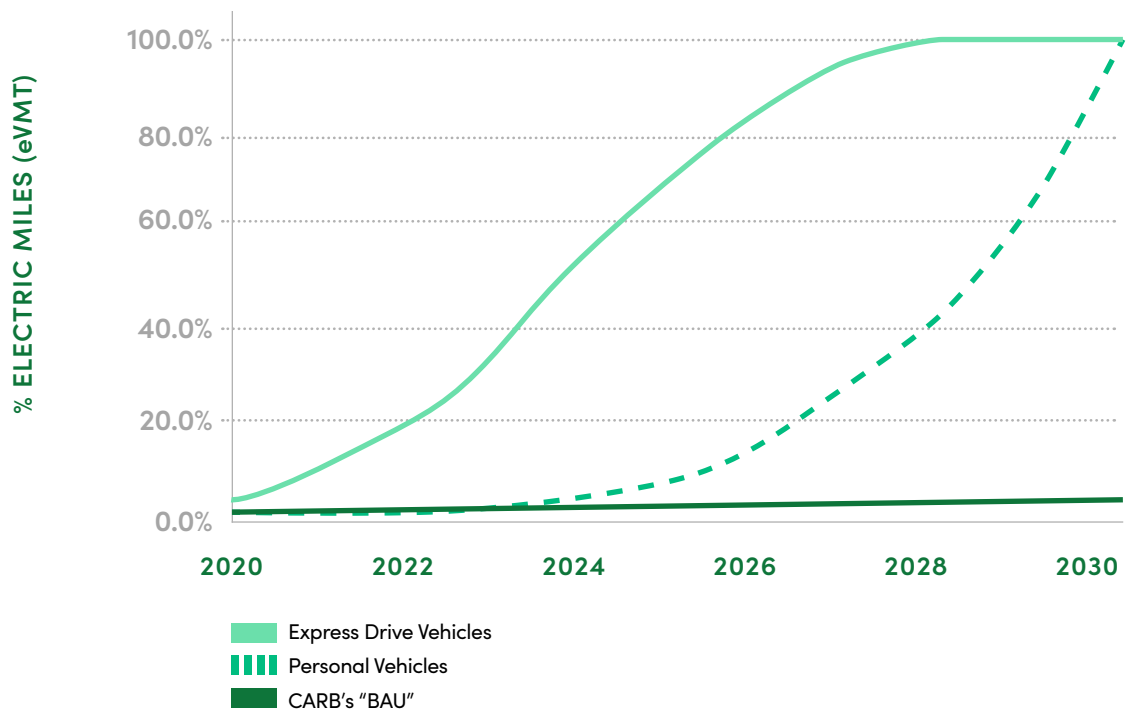


Transit payment integration for Denver RTD is now available in the Lyft app.

CLEANER CARS

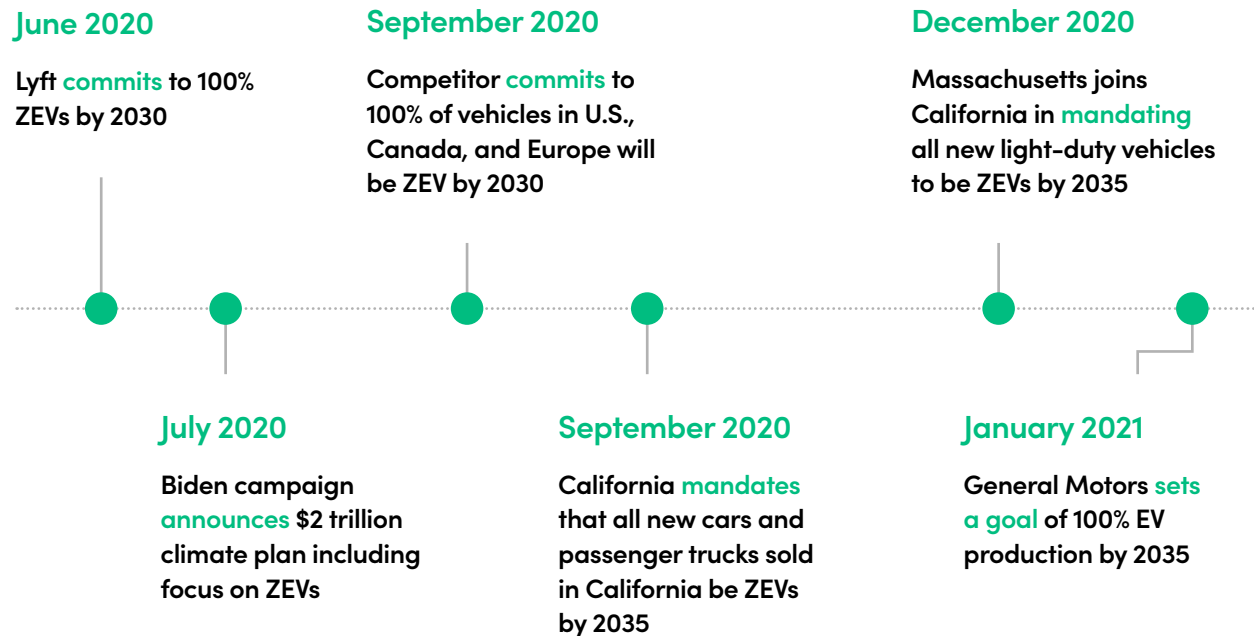
With an unprecedented opportunity to “build back better” from the COVID-19 pandemic, we decided to accelerate our efforts to address the climate crisis – committing to reach **100% EVs¹⁶ on the Lyft platform by 2030.**¹⁷ As reported in our 2019 GHG emissions inventory (see Appendix), over 92% of Lyft’s GHG footprint comes from vehicles driving on our platform. So, making those vehicles cleaner is our top environmental priority. By working with drivers to transition to EVs, we have the potential to avoid tens of millions of metric tons of GHG emissions to the atmosphere and to reduce gasoline consumption by more than a billion gallons over the next decade.

Lyft Electrification Path by Vehicle Segment



While we had previously taken important steps to make cars on the platform cleaner, we recognized it wasn't enough. A successful shift to zero-emissions transportation will depend on many stakeholders: city, state, and federal government; automakers; EV charging providers; utilities; and consumers. As we reassessed our business during the pandemic, we weren't satisfied with the rate of change to clean transportation, and we knew that someone had to go first and lead the way to a clean transportation future. We took that step with our 100% EV commitment.

What's happened since we made our commitment has been better than we could have hoped. Another large industry player followed our lead, announcing three months later that it would make 100% of its rides in the U.S. and Canada zero emissions by 2030. In September 2020, California mandated that all new vehicles sold in the state would have to be zero-emissions vehicles (ZEVs) by 2035. In December 2020, Massachusetts joined California in its zero-emissions vehicles mandate with a 2035 target. And in January 2021, General Motors announced a goal of ending production of diesel and gasoline vehicles by 2035 and producing only EVs.



Electric Vehicles

We laid out our strategy to meet our 100% EV commitment in our Path to Zero Emissions white paper.¹⁸ This plan includes 10 focus areas:

1. Vehicle Supply
2. Policy
3. Equitable Access
4. Charging
5. Express Drive Rentals
6. Education
7. Driver Experience
8. Rider Engagement
9. Supporting Transit
10. Supporting the Power Grid

Policy Progress

Lyft's strategy to achieve 100% EVs on the platform by 2030 leans heavily into advancing policies that will make driving an EV on the Lyft Platform an economic no-brainer for drivers. And 2020 was our most productive year in advancing favorable EV policies, which will set us up to scale. We saw policy victories through positive engagement and partnership with policymakers and other key stakeholders in target EV markets, including:

- **Colorado:** \$4,000 per EV tax incentive
- **Massachusetts:** \$2,500 per EV rebate with business eligibility
- **California:** \$1,500 per EV with the California Clean Fuel Reward

We're working to secure targeted Transportation Network Company (TNC) EV incentives in many other markets in 2021 to make EVs more accessible. We're also actively engaging in EV discussions at the federal level and continue working to unblock barriers to scale EV use on our platform. Specifically, we're advocating to (1) reform the federal EV tax credit to make the incentive a point-of-sale rebate versus a tax credit (to reduce barriers to EV purchases), increase the incentive including for high-mileage applications (to reward greater emission reductions), and remove or raise the automaker cap; and (2) provide funding for deploying a national EV charging infrastructure beyond highway corridors, both direct-current fast charging (DCFC) and at-home overnight (Level 2) charging in urban and traditionally underserved areas, including in multi-unit dwellings.

We have also consistently supported aggressive industry-wide EV and GHG emission targets consistent with our commitment – including in California through the Clean Miles Standard and Incentive Program¹⁹ and Washington state’s proposed House Bill 1075 (2021).²⁰

We’re optimistic that we, together with partners across the transportation ecosystem and policymakers, are laying the groundwork for scaled deployment of EVs. We look forward to sharing our progress in future ESG reports.

LYFT’S EXPRESS DRIVE ELECTRIC VEHICLE RENTAL PARTNER PROGRAM

Since launching our Express Drive electric vehicle program in 2019, drivers using the Lyft platform have:



600K

Facilitated more than
600,000 rides in EVs
across three cities

300K

Saved more than
300,000 gallons of gas

\$800K

Saved more than
\$800,000 in fuel expenses

And Lyft has learned a lot about effective EV deployment:

- There’s a learning curve for new drivers, but once they get the hang of it, drivers love EVs.
- In a Denver EV focus group last year, we found:
 - Renters said the EV was the best car they’ve ever driven on the Lyft platform.
 - Drivers agreed they would be more likely to consider purchasing an EV after renting one.
 - The large majority of renters stated “cost savings” as the reason for renting an EV.
 - Drivers overwhelmingly agreed EV sparks conversations with the riders. “Riders really open up in conversation,” one group member said.
 - One driver summed it up best when she said, “I don’t know how I’ll ever go back to a regular car. I’m in love with it.”

Deployment Headwinds

The shift we've seen within the transportation ecosystem since we made our commitment to 100% EVs on the platform last June has been exceptional, but there is still more work to be done. Our EV strategy of layering state or local incentives on top of the federal tax credit is no longer enough for Express Drive EV deployment because EVs are still not fully economically feasible in many markets.

Since Flexdrive, Lyft's rental car partner, launched its EV rental program two years ago, both total vehicle rental costs and EV costs (relative to hybrid-EVs) have increased. At the 2020 subsidy levels (federal \$7,500 tax credit + state/local incentive amounts), EV economics no longer make sense in many markets. Accessing the federal EV tax credit continues to prove challenging.

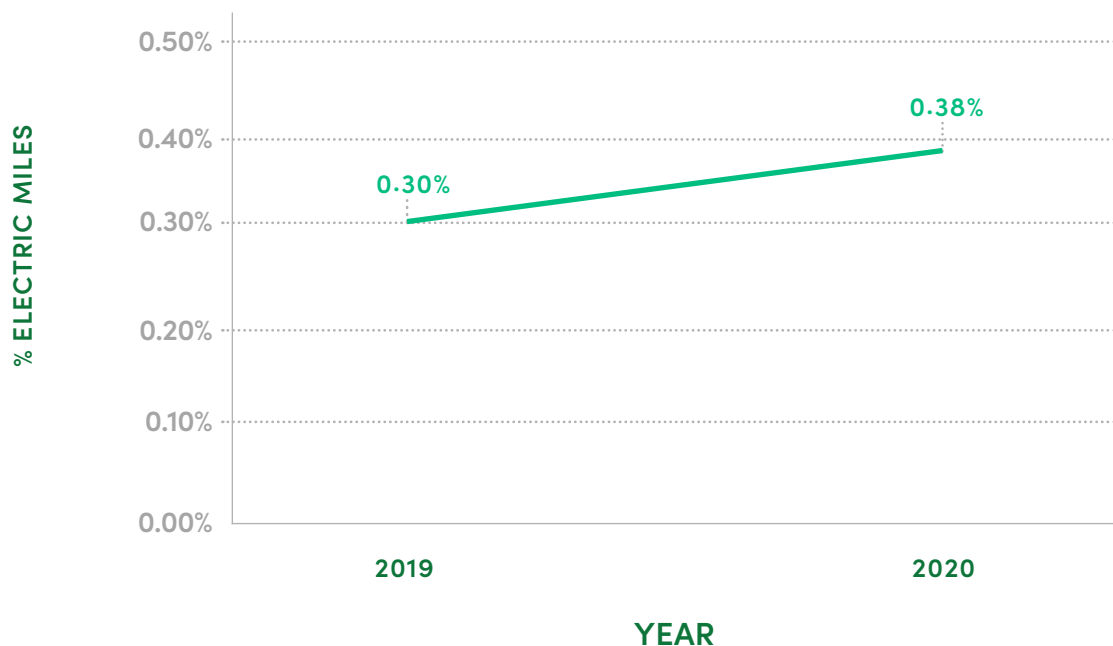
Some of the key changes hampering our ability to deploy additional EVs are:

- Falling gasoline prices
- Increasing EV rental insurance costs
- EV financing roadblocks to capture incentives, especially the federal EV tax credit

Many of these issues are COVID-19-related, so we're optimistic that as we rebound from COVID-19, some challenges will be resolved on their own. And we're optimistic that policy advancements as well as further private sector investment in the EV ecosystem will further support the economics, paving the way for accelerated EV use on the Lyft platform.

Ultimately, we believe that transitioning to EVs on the Lyft platform is our best opportunity to slow GHG emissions, start to reverse the root cause of climate change, and improve the quality of life in our cities. As we continue to build a company that connects people seamlessly, affordably, and reliably across all modes of transportation, we're striving to do so in a way that reduces GHG emissions — so our cities can be healthier, safer, and more prosperous.

Share of Lyft Miles That Were Electric



Hybrid-Electric Vehicles

High-efficiency hybrid-electric cars are some of the most popular vehicles on the Lyft platform. In 2020, 10.5% of all Lyft miles were provided by hybrids, and 20.4% of Express Drive rides were provided in hybrids. By the end of the year, hybrids comprised 37.8% of vehicles in the Express Drive program. Going forward, the vast majority of Flexdrive vehicles in the Express Drive program will be EVs or hybrids.

Overall, the average miles-weighted fuel economy of cars on the Lyft platform was 28.6 mpg, which is 14.9% better than the U.S. average.²¹ We're committed to continue our focus on electrifying vehicles on our platform, and we're excited about so many positive efforts throughout the electric vehicle ecosystem and renewed federal policy leadership. Based on these changes, we're confident in our ability to set up scaled deployment of EVs on the Lyft platform over the coming years — becoming substantially cleaner than the modes of transportation that we replace.

RESPONSIBLE SUPPLY CHAIN

Lyft's [Supplier Code of Conduct](#) is the foundation for ensuring social and environmental responsibility and ethical conduct throughout Lyft's supply chain. The Code establishes standards to ensure working conditions are safe, workers are treated with respect and dignity, and business operations are environmentally responsible and conducted ethically. The Code lays out the minimum standards we expect, and applies to all of Lyft's suppliers of materials, products, or services, including their employees, subcontractors, agents, representatives, next-level suppliers, and third-party consultants.

Lyft's Supplier Code of Conduct calls on suppliers to take a proactive approach to reducing environmental and natural resource impacts in all areas of its business. Specifically, our suppliers are expected to track, document, and report GHG emissions at the facility and/or corporate level, including to reporting organizations as specified by Lyft. They're also expected to look for cost-effective methods to improve energy efficiency and reduce GHG emissions.

For bikes and scooters, we executed environmental audits for both new and existing suppliers. These audits focused on environmental management systems, air quality, GHGs, energy use, solid waste, water use, wastewater discharge, and hazardous materials, and will be included in our supplier scorecards. We anticipate developing a supplier scorecard to evaluate supplier performance against the Code, including the Code's GHG emissions requirements.

ENGAGING OUR TEAM MEMBERS

Many team members at Lyft are passionate about sustainability and participate in our Sustainability Employee Interest Group (EIG). Currently, the Sustainability EIG has nearly 200 members, spanning multiple teams and office locations across the company. The EIG takes a grassroots approach to ensuring Sustainability is top of mind for team members and leadership at Lyft.

While most of Lyft's team members spent the majority of 2020 working from home, the EIG engaged its members to lead quarterly initiatives focused on Q1-Waste Reduction at Work, Q2-Sustainability in the Home, Q3-Influencing Company Policy, and Q4-Reducing Meat Consumption. The EIG also hosted sustainability-focused events throughout April's "Earth Month" — including an EcoChallenge, a lunch 'n' learn with Project Drawdown, documentary watching party, plant propagation webinar, reducing fast fashion workshop, and more. The EIG collaborated with the Business Council on Climate Change and other Bay Area Companies to share knowledge, provide opportunities to team members, and connect with local sustainability teams.

By the end of 2020, the EIG had also hosted informational sessions on ESG investing — including newly formed directions for team members on how to invest in socially responsible investments (SRIs) through their 401(k)s and HSAs — and waste management amidst a pandemic, and held a Q&A with leadership regarding Lyft's commitment to EVs. The members also held Lyft's co-founders accountable to their sustainability commitments by asking monthly "ask-me-anything" questions related to everything from climate justice to our company goals. Despite the abrupt changes of remote work, the EIG was able to maintain its highest level of attendance and engagement at its monthly meetings and events in 2020.



Measuring Our Impact

CLEANER TRIPS

In 2020, we advanced clean mobility by increasing the share of clean vehicles — bikes, scooters, hybrid-electric cars, and battery-electric cars — on our platform. For micromobility, we measure our efforts in terms of total share of miles on the platform. For hybrids and EVs, we measure our efforts in terms of total share of miles and number of active vehicles on the platform.

As we move closer to our vision of rebuilding cities around people instead of cars by replacing car ownership and as we approach our 100% EV target, we expect to grow all of these key metrics.



Micromobility

SHARE OF MILES

Bikes & Scooters		2019	0.70%
		2020	0.86%



Rideshare Vehicles

SHARE OF VEHICLE MILES

Electric Vehicles		2019	0.30%
		2020	0.38%
Hybrid Vehicles		2019	8.50%
		2020	10.55%

MONTHLY AVERAGE NUMBER OF ACTIVE VEHICLES: LYFT PLATFORM

MONTHLY AVERAGE NUMBER OF ACTIVE VEHICLES: EXPRESS DRIVE

Electric Vehicles		2019	2,725	91
		2020	1,648	182
Hybrid Vehicles		2019	63,404	2,138
		2020	36,024	3,324

Note: The number of active electric and hybrid vehicles on the Lyft platform were lower in 2020 compared with 2019 due to decreased overall vehicles as a result of the COVID-19 pandemic.

ENDING CAR OWNERSHIP

Lyft publishes an annual Economic Impact Report based on surveys of thousands of drivers and riders. This report provides unique insights into how well we are doing in our goal to replace car ownership.



Based on the 2021 Lyft Economic Impact Report,²² we estimate that:

9M

Lyft riders own over 9 million fewer vehicles because of rideshare, even when accounting for vehicles acquired by drivers.

2M

Riders have sold, donated, or otherwise discarded almost 2 million vehicles because of the availability of Lyft and other ridesharing services.

7M

If Lyft and other ridesharing services did not exist, our riders would have purchased approximately 7 million more vehicles.

45%

of Lyft riders do not own or lease a personal vehicle.

39%

of riders who have access to a personal vehicle use that car less because of Lyft and other ridesharing services.

EMISSIONS AND ENERGY

The energy consumption and GHG data reported here covers our 2019 fiscal year (Jan. 1 to Dec. 31, 2019), due to a lag in data collection and verification timeline. Our 2019 GHG footprint, including emissions associated with electricity consumption, was positively verified by an independent third-party auditor, Cameron-Cole, in August 2020.

GHG Emissions

In 2020, we completed our second verified GHG inventory, covering 2019 calendar-year emissions. This inventory spanned Scope 1, Scope 2, and Scope 3 emissions, including indirect emissions from vehicles used on the Lyft platform (see below for details). Since 2018 was the first year in which we developed a positively verified GHG inventory, it serves as our base-year, against which we can compare 2019 (and future years') GHG emissions data. In the chart, each category is ordered by emissions contribution.

DIRECT EMISSIONS	INDIRECT EMISSIONS	
Scope 1	Scope 2	Scope 3
Emissions from direct natural gas consumption	Emissions from purchased heating and electricity	Emissions embedded in value chain materials and services : Lyft Rides Purchased Goods & Services Web Hosting Business Travel Employee Commute Waste in Operations Fuel & Energy Usage Micromobility Transportation & Distribution Co-Working Offices Consumer Rentals

In 2019, emissions went up by 29.6% while revenue grew by 67.7%, so the change in emissions intensity (market-based tons CO₂e per thousand USD revenue) was -22.7%, compared to 2018.

Methodology Notes

To calculate the carbon footprint of vehicles on the Lyft Platform, we first used [NHTSA's VIN decoder API](#) to obtain detailed information about the characteristics of each vehicle on the Lyft Platform such as vehicle trim and drive type. We then leveraged these characteristics to match vehicles on the Lyft Platform to vehicles listed in the EPA's [fuel economy guide](#), which contains CO2 tailpipe emissions data. We also accounted for non-CO2 emissions such as CH4, N2O, and HFCs by using emissions factor data from the [EPA](#) and [CARB](#). Using this aggregated data set, we calculated the total emissions by multiplying miles traveled by emissions factors of every single vehicle and summed up the total resulting emissions.

Geographic Boundary

Lyft connects users with transportation solutions in North America. Our operations are headquartered in the U.S., and we have international offices in Canada, the United Kingdom, Germany, Belarus, Mexico, and Ukraine. For purposes of our carbon footprint and carbon neutrality claims, our geographic scope is global.

Organizational Boundary

The organizational boundary defines the company operations included in the emissions accounting and reporting. Based on the World Resources Institute's Greenhouse Gas Protocol, companies can choose to report either the emissions from operations over which they have financial or operational control (the control approach) or from operations, according to their share of equity in the operation (the equity share approach). Lyft's Scope 1 and 2 GHG emissions inventory uses the operational control approach, which accounts for 100% of the GHG emissions over which we have operational control. For Scope 3 emissions, we accounted for the categories that are part of our corporate value chain pursuant to the World Resources Institute's Greenhouse Gas Protocol "Corporate Value Chain (Scope 3) Accounting and Reporting Standard."²³

Operational Boundary

The operational boundary defines the scope of direct and indirect emissions for operations that fall within a company's established organizational boundary. The operational boundary consists of three scopes (Scope 1, Scope 2, and Scope 3) and is uniformly applied to identify and categorize direct and indirect emissions for the company.

Lyft doesn't own any of the real estate in which we operate. Excluding co-working locations, all of our offices and facilities are leased spaces. Since Lyft has operational control of activities within our leased facilities, this GHG inventory includes emissions from leased facility spaces, including headquarters offices, satellite offices, Driver Hubs, Service Centers, and warehouses over which Lyft had control as of Dec. 31, 2019. Facility data are prorated if the facilities were not leased for the full year of 2019. The overall operational boundary for Lyft's carbon footprint includes the following activities:

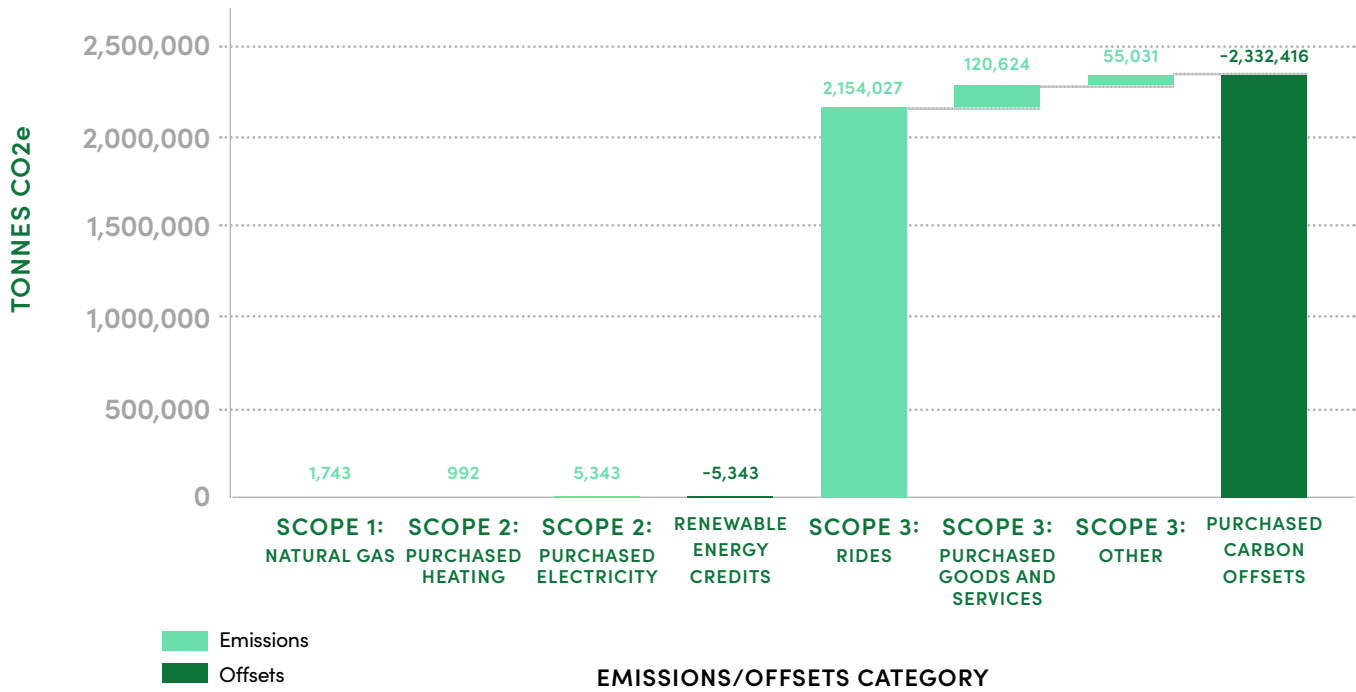
- **Scope 1:** Natural gas combusted on-site to heat buildings
- **Scope 2:** Purchased grid electricity used for power in the buildings (lighting, air conditioning, elevators, etc.); purchased heating from unmetered natural gas
- **Scope 3:** Transport fuel combusted directly by rides provided by drivers using the Lyft Platform, micromobility operations vehicles, and consumer rentals; fuel combusted by air and road transport operators for team member business travel, and by transportation vehicles for team members commuting to and from work; emissions from waste management operations due to incineration or recycling of waste generated by Lyft operations; emissions generated in the production of all goods and services purchased by Lyft; and fugitive refrigerant emissions from air-conditioning systems in buildings

Greenhouse Gas Boundary

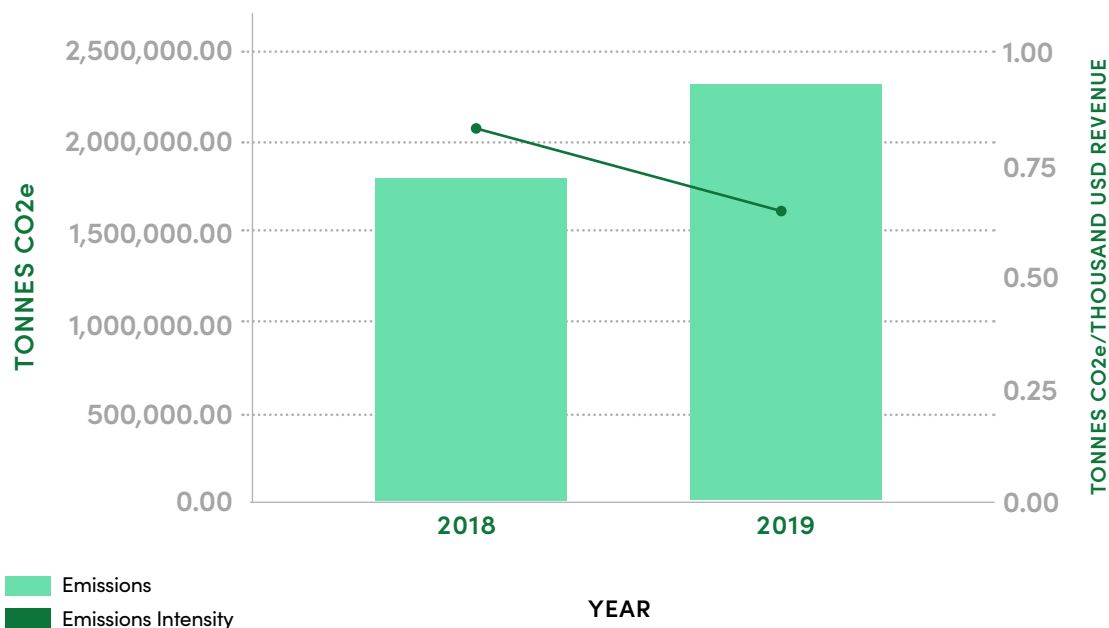
Given our organizational and operational boundaries, Lyft's scope of GHGs for purposes of our inventory includes carbon dioxide, methane, nitrous oxide, and hydrofluorocarbons.

2019 GHG Footprint and Trends

In 2019, our gross GHG emissions were 2.3 million metric tons of carbon dioxide-equivalent (MTCO₂e), using the market-based methodology prior to applying carbon offset credits, which negated our entire GHG emissions footprint.



Year over year, our aggregate emissions increased by 532,456 MTCO₂e or 29.6% while our emissions intensity (MTCO₂e/ thousand USD revenue) decreased by 22.7%.^{24,25}



For more detailed information, see the [Appendix](#).

Energy Consumption

Our total electricity consumption in 2019, including renewable electricity (MWh), was 37,282 MWh. This is the estimated electricity consumption across roughly 100 office facilities using a location-based methodology and actual consumption at Lyft’s San Francisco headquarters, which is our largest facility.

Our purchased renewable electricity consumption in 2019 was 42,518 MWh, covering both our facility energy consumption (37,282 MWh) as well as the estimated electricity consumption by EVs on the Lyft platform (5,236 MWh). Of this, 24,354 MWh was consumed through renewable electricity products from our electricity suppliers, and 18,164 MWh was the total volume of U.S.-origin Green-e certified renewable energy credits (RECs) retired.

PRODUCT LIFE CYCLE

One of the methods that Lyft uses to prioritize our most important environmental issues when developing hardware is through life cycle assessments (LCAs). LCAs provide a holistic approach for better understanding the most significant impacts of our hardware throughout their entire life cycle. LCAs inform our prioritization of technical solutions to environmental issues and give us a different lens on how we design, build, and operate our micromobility hardware.

Lyft's LCAs are based on the ISO 14040/14044 standard²⁶ and are analyzed using the following product life cycle stages:

- Materials and Manufacturing
- Transport
- Use
- End of life

In spring 2021, Lyft will be the first in the micromobility industry to complete a third-party critical review of a ISO 14040/14044 LCA. This will start with our scooter product, and we also plan to complete an LCA for our electric bikes by summer 2021. Our analysis to date has shown that the largest impacts of our micromobility devices are from the embedded emissions of the device components as well as the operational vehicle emissions from charging and rebalancing.

The results of these LCAs will inform the creation of Sustainable Design Principles to accelerate our efforts in delivering the most sustainable products. The sustainable design principles will be a framework to guide our design community (e.g., engineers, industrial designers, product managers) to develop more sustainable micromobility hardware. These design principles will focus on material selection, designing for durability and range, and improving reuse and recyclability. We plan to build internal awareness and understanding of our design principles by integrating them into our product development process.



SECTION TWO

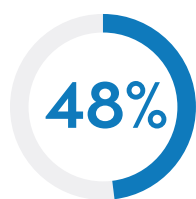
Economic

Transforming How People Engage With Their Cities

At a time when new technologies often disconnect or divide our society, Lyft plays a vital role in connecting millions of people with their communities and with each other. Annually, Lyft publishes our Economic Impact Report, highlighting the way that our business impacts the cities in which we operate.

Lyft helps put money back into communities and local businesses by saving riders time and money. This impact persisted during the COVID-19 pandemic, with independent analysis finding that in 2020 riders saved 135 million hours compared with other transportation modes, and the combined market value of that time savings and travel cost savings as a result of using Lyft was \$5.4 billion.²⁷

In addition to generating economic surplus, Lyft has facilitated behaviors that stimulate spending in local businesses in the communities in which we operate. Riders report that they explore more areas of their city and are more likely to attend community events as a result of using Lyft.



Importantly, 48% of riders report that it would have been difficult, or even impossible, for them to access essential services throughout the pandemic without the availability of Lyft and other ridesharing services.²⁸



HIGHLIGHTS:²⁹

135M

In 2020, riders saved 135 million hours compared with other transportation modes.³⁰

29%

of riders are more likely to attend community events as a result of using Lyft.

\$5.4B

The combined market value of that time savings and travel cost savings as a result of Lyft is \$5.4 billion.⁴¹

44%

of riders explore more areas of their city as a result of using Lyft.

48%

of riders report that it would have been difficult, or even impossible, for them to access essential services throughout the pandemic without the availability of Lyft and other ridesharing services.

In addition to generating economic surplus and facilitating spending in local economies, Lyft has helped people get to work throughout the pandemic. The 2021 Economic Impact Report demonstrated that underserved communities disproportionately relied on Lyft during the pandemic. Additionally, 13% of riders reported taking more rides on the Lyft platform during the COVID-19 pandemic. Compared with riders who stopped using Lyft during the pandemic, these riders are more likely to work essential jobs and less likely to have reliable access to transportation. These riders continued to use Lyft to get to and from work during the pandemic, with 50% of those who took more rides during the pandemic also reporting having used Lyft to get to or from work during that time.



HIGHLIGHTS:³²

13%

of riders reported taking more rides on the Lyft platform during the COVID-19 pandemic.

50%

of these riders report using Lyft to get to or from work during the COVID-19 pandemic.

Compared with riders who stopped using Lyft during the pandemic, these riders are:



More likely to be women



Almost twice as likely to identify as a member of a minority racial and/or ethnic group



2.7 times less likely to have a college degree



Over 50% more likely to be a veteran



More likely to be living with a disability



More likely to work a part-time job



More likely to have a lower household income



More than 3 times more likely to work an essential job



More than 3 times less likely to have access to a private vehicle

Lyft's economic impact on communities goes beyond economic surplus and facilitating access to the transportation people need to get to work. Impaired driving is well known to inflict significant economic costs on society. For instance, the National Highway Traffic Safety Administration (NHTSA) estimates that alcohol-involved crashes cost the U.S. \$44 billion in 2010.³³ Recent research has argued that by providing a reliable alternative to impaired driving, ridesharing services are likely to decrease impaired driving incidents, and the evidence is consistent with this argument. Importantly, independent research commissioned by the National District Attorneys Association (NDAA) found that Lyft is associated with decreasing impaired driving incidents.³⁴ For more information on Lyft's initiatives to reduce impaired driving, please see page 89.

HOW LYFT HELPS:³⁵

“ We know that access to ridesharing helps reduce drunk and drug-impaired driving, keeping our roads and communities safe.”³⁷

— Helen Witty, MADD National President

“ All three locations (Los Angeles, San Francisco, and San Diego) experienced significant declines in outcomes related to impaired driving charges, arrests, and bookings following the introduction of Lyft. Furthermore, results showed that increases in ridesharing volume were significantly associated with decreases in these DUI outcomes.”³⁶

— Casanova Powell Consulting and Dr. Ryan C. Smith



According to our [2021 Economic Impact Report](#), we found that:

52%

of Lyft riders are aged 18 to 34, part of the age group (16 to 34) involved in nearly half of all alcohol-involved fatal crashes in the U.S. in which the driver was over the legal limit (0.08%).

An NDAA study found that Lyft was associated with:³⁸

40%

decrease in DUI charges in Los Angeles

25%

decrease in DUI arrests in San Diego

31%

decrease in DUI bookings in San Francisco

Transforming How People Work

Our vision is to offer a reliable and flexible way for people to earn money in a manner that works for them. We're committed to protecting independence, flexibility, and choice for those who choose to drive on our platform; continuing to prioritize safety for users; and to ensuring our platform remains free of discrimination.

WHO DRIVES USING THE LYFT PLATFORM

People across North America supplement their income by driving on the Lyft platform, and these individuals reflect the diversity of the communities in which we operate.



HIGHLIGHTS:³⁹

69%

of drivers identify with a minority group.

37%

of drivers speak a language other than English at home. More than half of these speak Spanish at home.

25%

of drivers are over the age of 50.

21%

of drivers are female.

7%

of drivers identify as members of the LGBT community, compared with 4.5% of the U.S. population as a whole.

8%

of U.S. drivers are veterans of the U.S. armed forces.

96%

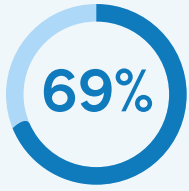
of drivers work or are students in addition to driving on the Lyft platform.

\$44K

per year is the average personal income of drivers using the Lyft platform.⁴⁰

95%

of drivers drive fewer than 20 hours per week.



69% of drivers using our platform identify as being a part of a minority racial and/or ethnic group, and we worked hard to ensure that our racial justice and racial equity programming supports the driver community.

RACIAL EQUITY FOR DRIVERS

A group of Black Lyft teammates led the charge on the development of several driver-engagement programs, including:

The Know Your Rights Campaign

For drivers, feeling safe isn't just about encounters with riders or other drivers, but also potential interactions with law enforcement. That's why we partnered with the **National Organization of Black Law Enforcement Executives (NOBLE)** to promote safe policing – and provided drivers with information from the **American Civil Liberties Union (ACLU)** about knowing their rights in the event they're pulled over by law enforcement.

Black Driver Community Circle

Our Community Engagement Team is piloting this initiative, which will create **space for Black drivers to share the challenges they face and the experiences they've had behind the wheel** and using our platform. We also hope to use this initiative to help build a stronger community among Black drivers to help strengthen their voice.

Uplifting Community Workshops for Black Drivers

In late 2020, we started working with partner organizations to engage and include members of the Black driver community in community workshops. **These workshops focus on opening up pathways to further employment opportunities and connecting Black drivers with organizations that can provide support to entrepreneurs.** Going forward, the feedback from participants will guide this important initiative as we organize more events.

These programs will continue into 2021, with the goal of putting drivers at the helm of their own programming in new and creative ways.

Learn more about our broader racial equity work on page 70.

WHY PEOPLE CHOOSE TO DRIVE USING THE LYFT PLATFORM

Lyft offers flexible, supplemental earning opportunities that fit the realities of many people's lives. Life is unpredictable. Driving using Lyft lets people set their own schedules and have the flexibility to do what's most important to them. The vast majority of drivers (93%) say this flexibility is very or extremely important to them. **95% of drivers drive fewer than 20 hours per week.** Many of these individuals want this level of control because they are:

- Parents who don't want to request time off when they need to go to their kids' games, events, and appointments
- People who need to work around the unpredictable demands of caring for aging or sick loved ones — because medical emergencies can make shift work impossible
- College or graduate students who want to earn money for school, but need a flexible schedule to accommodate school deadlines or study for finals
- Retirees looking to supplement fixed incomes or for social interaction but don't want to commit to a 12- to 18-hour minimum workweek
- Families who want to earn extra income to help save for their future
- Shift and seasonal workers who want to supplement their incomes
- People looking for work who need to be available on short notice for a job interview
- Commuters who want to earn extra money during their daily commute

Our Plans to Protect Driver Independence and Flexibility

Current policy efforts that fail to protect independent work could destroy the opportunity that exists for people who drive using the Lyft platform. For example, according to Beacon Economics, if Lyft were forced to replace independent drivers with full-time employees, it would mean up to 300,000 fewer drivers in California alone.⁴¹ The same group also reported that being forced to work as an employee would require these individuals to give up the flexibility to drive when, where, and for how long they want, as independent contractors.

To protect that independence and flexibility, we have significantly invested in a world-class Public Policy Team that has developed comprehensive strategies across three verticals – public engagement, government relations, and policy development and research. Led by Chief Policy Officer Anthony Foxx, who previously served as U.S. Secretary of Transportation under President Obama, the team has scaled with a number of senior hires from the Obama administration, as well as governors’ and mayors’ offices across the country.

Our Public Policy Team has tailored its responses by market. In California, for example, Lyft was part of a coalition of app-based companies that launched and passed a ballot initiative in 2020 to protect worker flexibility, establish a historic new earnings guarantee, and offer benefits, as well as support public safety and consumer choice. Under Prop 22, we are providing new benefits to California drivers, including:

- **Continued flexibility:** Drivers retain the right to choose when and where they drive.
- **Guaranteed minimum earnings:** Drivers receive minimum guaranteed earnings of 120% the minimum wage plus compensation toward expenses.
- **New healthcare benefits:** Drivers can qualify for a health insurance subsidy starting at just 15 hours a week.
- **On-the-job accident insurance:** Drivers have new occupational accident coverage, including medical and disability insurance benefits.

In other markets, Lyft’s Government Relations Team is working proactively with legislators to help them understand the unique nature of our business and advocate strongly for legislative frameworks that positively impact the lives of drivers using the Lyft platform.

We’re executing a comprehensive strategy – including advocacy, public and community relations, and lobbying both independently as Lyft and as part of a coalition of drivers, platform companies, and community advocates – to influence legislators and policymakers. Our efforts have highlighted the many challenges that flow from reducing driver independence and flexibility, and focus specifically on telling drivers’ stories. For example, we’ve helped place driver-authored op-eds and organized more than 75 meetings with drivers and legislators in Albany and legislative districts throughout New York.

California and New York are just two examples of our team's broader policy efforts. We are committed to protecting independence and flexibility for current drivers and those who may be interested in driving using the platform in the future across all of our markets in the U.S. and Canada.

OUR INVESTMENT IN DRIVERS

Lyft's business model benefits from efforts to ensure people feel fairly compensated for the time they spend giving rides using the Lyft platform. We have a number of programs in place to help drivers maximize their earnings, minimize costs, and make their voices heard.



What We're Doing to Make Driving Convenient & Rewarding

Earnings

Driver earnings are based on the time and distance that they drive plus any tips or bonuses. Per-minute and per-mile rates are published in rate cards, which vary by city. Drivers, therefore, can depend on consistent, reliable earnings. Drivers can supplement their earnings with bonuses, which are most commonly offered during the busiest times in the busiest locations.⁴²

Tips

We built tipping into the Lyft app to make it easy for riders and drivers. Riders can tip during and after a ride, or set an automatic tip so they never forget. Drivers keep 100% of their tips. Since Lyft was founded in 2012, drivers have earned over \$1.1 billion in tips.

Express Drive

We launched Express Drive to increase access to driving on the Lyft platform. People who don't own or have access to a car can rent one through this program. Express Drive has grown steadily since it launched in 2016, with thousands of cars now available in over 30 cities nationwide.

Express Pay

We created Express Pay, which is the Lyft-exclusive feature that gives drivers the flexibility to cash out whenever they want, instantly, for a small fee.

Lyft Direct

In 2019, we created the fee-free [Lyft Direct debit card](#) and bank account that allows drivers access to earnings immediately after they finish a ride.

- In 2019, 69% of U.S. driver payouts went through Express Pay or Lyft Direct.

Service Centers

Lyft Service Centers offer comprehensive vehicle services performed by OEM- and ASE-certified technicians and expert mechanics. We launched our first Service Center in San Francisco in March 2019 and now have centers in eight locations. We also partner with Openbay, an online network of auto repair and service centers, to offer preferred pricing for drivers using the Lyft platform in select markets across the U.S. We plan to continue to expand to additional markets.

Driver Advisory Council

In 2016, Lyft became the first rideshare company to launch a Driver Advisory Council (DAC), a diverse group of drivers that serves as one of our links between Lyft and the driver community. DAC members test new product features and advise on programs and policies that impact drivers. The DAC has organized driver meetups to build community and weighed in on programs like [LyftUp](#) and features like in-app navigation, the [Amp](#), and support for [deaf drivers](#). The DAC program now consists of over 140 members across the U.S. and Canada. DAC members continue to create ways for drivers to connect with one another, with the Lyft team, and with their local communities.

COVID-19 Relief/Priority Vaccine Access

Since the beginning of the pandemic, Lyft has been fighting for drivers. First, we worked to make sure they could stay on the road as essential workers and advocated for those who stopped driving to have access to federal relief funds, including Pandemic Unemployment Insurance. More recently, we've been in communication with state and federal officials to clear roadblocks to vaccine access for drivers. This includes sending letters to many top officials, like California Gov. Newsom and CMS Acting Administrator Elizabeth Richter, and [strongly advocating](#) for drivers and other TNC workers to be prioritized for early vaccine distribution. States around the country have listened and are including drivers in their access plans. Early vaccination for drivers is important because Lyft provides [vital access to healthcare](#) for millions of underserved low-income and elderly populations. And [Lyft Healthcare](#) is one of the largest non-emergency medical transportation providers in the U.S., working with 9 of the top 10 largest health systems and all of the top 10 health plans across the country. Drivers also provide critical access to healthcare services for communities heavily and disproportionately affected by shelter-in-place advisories, including home-bound seniors, people living with disabilities, and chemotherapy and dialysis patients.

Lyft Rewards

Lyft Rewards is a program that recognizes drivers for their dedication and hard work when it's busiest on the road. In eligible markets, all drivers automatically earn toward rewards that help them earn more and save on common driving expenses. Rewards include exclusive in-app features and discounts on services like roadside assistance and auto repair.



SECTION THREE

Social

Impacting the Lives of Our Riders

Lyft's mission is to improve people's lives with the world's best transportation. Riders of all incomes and identities — especially those who have been historically underserved — rely on the Lyft platform when they need a ride.



HIGHLIGHTS:⁴³

46%

of U.S. rides start or end in low-income areas.

3M

Lyft serves over 3 million riders living with a disability.

87%

of riders with a disability state that Lyft has increased their independence.

48%

of riders identify with a minority group.

16%

of riders are members of the LGBT community, compared with 4.5% of the U.S. population identifying as members of the LGBT community in 2018.⁴⁴

19%

of riders are students.

LYFT IN HEALTHCARE

Every year, over 5.8 million people cannot get to their medical appointments due to a lack of transportation.⁴⁵ That fact costs the U.S. healthcare industry \$150 billion annually, and it's why leaders in healthcare are increasingly recognizing that transportation is a critical social determinant of health.⁴⁶

Lyft has been reimagining the way patients access care since 2016. We partner with healthcare organizations – including health plans, health systems, and transportation managers – to reduce transportation barriers to care and improve access to programs that promote overall health. There are three issues we're trying to solve: improving pickup times and appointment adherence, increasing patient satisfaction, and driving cost savings. We've forged partnerships with leading healthcare organizations across the country – including 9 of the top 10 health systems, 9 of the top 10 non-emergency medical transportation (NEMT) managers, and the top 10 health plans – to help patients access care. Results from early studies on Lyft usage for healthcare visits are extremely positive. A study with AmeriHealth Caritas DC showed a 40% decrease in ER utilization when using Lyft, while our program with Royal Care Connect resulted in a 73% decrease in no-shows for primary care appointments.⁴⁷



Who uses Lyft in healthcare:

9/10

top health systems

9/10

top NEMT brokers

**TOP
10**

health plans

TRANSPORTATION AS A KEY SOCIAL DETERMINANT OF HEALTH

At Lyft, we've seen the positive impact transportation can have — not just on costs and operational efficiencies for insurers and providers, but also on the overall health of the community. One of the key social determinants of health is access to services and programs that promote health and well-being. Transportation is one of the keys to unlocking that access — and ridesharing is often the most cost-effective, reliable, and convenient option. Based on a recent study with AARP, 90% of seniors, for example, reported an improved quality of life from using Lyft.⁴⁸

NON-EMERGENCY MEDICAL TRANSPORTATION MANAGERS AND HEALTH PLANS

Since 2016, we've partnered with health plans and NEMT managers to help members access medical care and other health programs. With coverage in more than 95% of the U.S., we help vulnerable and underserved communities get the care they need to live healthier and happier lives.

- **Medicaid Plans:** States across the U.S. are modernizing their Medicaid programs to incorporate rideshare into NEMT for eligible beneficiaries. For example, Lyft was the first national rideshare company to enroll as an approved Medicaid provider in Arizona. Our platform provides access to rides for eligible beneficiaries in 14 states and Washington D.C. — increasing access to care for potentially 37 million people. Our experience in facilitating healthcare transportation makes us ideal for Medicaid members.
- **Medicare Advantage Plans:** In April 2018, the Center for Medicaid and Medicare Services (CMS) announced new flexibility for Medicare Advantage (MA) plans to invest in supplemental benefits that address the social determinants of health, including transportation. Today, the Lyft platform provides reliable access to transportation for dozens of MA plans across the country, including Humana, Cigna, Florida Blue, and others. These plans can leverage Lyft to get members to medical appointments as well as the pharmacy, fitness center, grocery store, community events, and more.



HOSPITALS AND HEALTH SYSTEMS

Lyft partners with hospitals and health systems to provide access to transportation to their patients and employees. We offer solutions that improve appointment adherence, reduce patient no-shows, coordinate discharge rides, and improve patient throughput. We're proud of our partnerships with some of the largest health systems in the U.S., including HCA Healthcare and others.

EVOLVING OUR HEALTHCARE PRODUCT

As part of our continued commitment to ensure transportation is not a limiting factor to healthcare access, Lyft has upgraded the Lyft Concierge product experience. A key update was to introduce Concierge In-App, which allows riders to track rides ordered for them using the Concierge product and to access Lyft's in-app safety features, providing for a more seamless pickup experience. We also announced a [new partnership with Epic](#), the leading electronic medical record (EMR) provider in the country. Now, staff at the largest hospitals and health systems in the country can seamlessly request Lyft rides from within the Epic patient chart, increasing operational efficiencies and helping to eliminate transportation as a barrier to care.

Increasing Access and Equity Through Our LyftUp Initiatives

Transportation connects people to jobs, healthcare, education, and each other. Millions of people lack access to basic needs because they can't get a ride. As described by Harvard professor Rosabeth M. Kanter, "If people can't move ... then economic opportunity deteriorates and social inequity grows."

Social impact has always been baked into Lyft's DNA. We're constantly thinking about how to use our company's unique superpower — the ability to provide access to transportation — to make an impact on the lives of people in need. In 2020, 46% of rides started or ended in low-income areas.⁴⁹ Our platform helps unlock access for the people who need it most, providing a crucial entrypoint for upward mobility. In many of our largest markets, riders can now find public transit, shared rides, bikes, and/or scooters all in the same app.

We've been partnering with nonprofits to tackle specific issues facing underserved communities since 2016. Since then, our programs have expanded to include initiatives dedicated to addressing issues such as food insecurity, access to employment, and disaster relief. We formally launched LyftUp in January 2020 to bring all of our access programs into one collective vision. Transportation access has the power to help address our cities' biggest challenges, including joblessness, food insecurity, and connecting with critical resources in the aftermath of crises. Through LyftUp, we're working to make sure everyone has access to affordable, reliable transportation to get where they need to go — no matter their income or ZIP code.



At Lyft, we've always built our LyftUp programs based on research, guidance from partners, and a strong theory of change for where transportation can help. We then develop the operations in a way that allows us to test our hypotheses and continue to iterate on our programs to fit the evolving needs of the communities we serve."

— [Lisa Boyd, Director of Social Impact](#)



HOW IT WORKS

Lyft actively builds partnerships with leading national and local organizations, working together with those organizations to define transportation needs in their communities that could be aided by access to Lyft's car, bike, and scooter rides.

Nonprofit partners identify the individuals and families most in need of transportation support, providing them with both Lyft ride credits and complimentary services. (Note that, for most of our LyftUp programs, Lyft does not directly distribute ride credits to individuals; our nonprofit partners are given ride credits that they disseminate to their clients.)

Drivers help connect individuals in need to critical services, while simultaneously accessing an earning opportunity for themselves.

Riders round up their fare and donate funds to our partners in order to help increase transportation access for those in need – over \$23M has been raised from riders to date.

Program Impact

- Nearly 25% of our partners support communities of color with access to transportation options
- More than 20% of our partners have provided access to ride credits to support communities with food insecurity
- Nearly 20% of our partners have provided access to ride credits to families, seniors, veterans, and women in need

LOOKING AHEAD

From the widespread impacts of COVID-19 to reckoning with continued inequalities around racial justice, 2020 introduced a number of unprecedented challenges. Through our LyftUp initiatives, our vision is to bridge the transportation gap for those who need it most. In 2020, we had to pivot and adapt our existing LyftUp infrastructure to meet the needs at hand, allowing us to deepen our foundational programs as well as build responsive programs. Whether it was expanding the scope of our Jobs Access Program, creating a new model for Grocery Access, or stepping up to support access to the COVID-19 vaccine, we were able to rely on our LyftUp programs and partners to meet emerging needs.

Foundational Programs

Programs that are part of our core portfolio of work and have regular, ongoing programming

- **Jobs Access**
Get rides to job interviews, job training, and the first few weeks of work
- **Grocery Access**
Gain access to healthy food for those who live in areas limited in grocery options
- **LyftUp Community Grants**
Invest in local grassroots transportation initiatives
- **Micromobility Access**
Provide heavily discounted bikeshare and scooter-share passes to low-income communities
- **Racial Equity**
Eliminate transportation as a barrier to upward mobility for under-resourced communities of color

Responsive Programs

Programs that are activated to respond to emerging needs and don't run on a constant timeline

- **COVID-19 Response**
Provide ride access for vulnerable communities and critical workers, and free delivery of critical supplies
- **Vaccine Access**
Provide transportation access for communities of color, seniors, and high-risk individuals to get COVID-19 vaccines
- **Disaster Response**
Connect with critical resources in the aftermath of natural disasters
- **Voting Access**
Participate meaningfully in civic life, especially access to the polls

Looking ahead, we will continue to use our LyftUp programs to support transportation needs. With a robust foundation of core programs, we'll use 2021 to invest in our existing portfolio while we evaluate future needs tied to responsive work.

FOUNDATIONAL PROGRAMS

Jobs Access

A 2018 study published in *The Quarterly Journal of Economics* pinpoints commuting time as the single strongest factor in the odds of escaping poverty.⁵⁰ Reliable transportation can mean the difference between successful, long-term employment and lost opportunities. Our Jobs Access Program provides access to free Lyft rides to and from job training programs, interviews, and/or the first three weeks of new employment to give unemployed individuals a fairer chance at success.

Our original Jobs Access Program, which launched in 2019, relied on our nonprofit partners to directly manage ride credits and select program participants across 35 markets in the U.S. With our first launch, our nonprofit partners identified and distributed ride credits to members of their communities, but there was no way for an individual in need to request support directly.

In 2020, due to the need caused by record unemployment rates,⁵¹ we updated the model of our Jobs Access Program by doubling down on our partnerships with Goodwill and United Way to continue supporting jobs seekers with access to rides to job trainings, interviews, and/or the first few weeks of work. For the first time, individuals in need could explore eligibility directly through our Jobs Access Hub, a digital hub to make it easier to take action — easier to give and easier to get access to rides if you need them. The Jobs Access Hub is our first-ever direct-to-consumer platform launched for any of our LyftUp programs.

To maximize impact, we narrowed our scope to 20 markets across North America, but introduced bikes and scooters solutions alongside rideshare options. This allowed us to actually expand our program availability despite our updated focus on fewer cities. The new model for our Jobs Access Program can help support the economic mobility and recovery of the tens of millions who are unemployed or underemployed, especially in communities of color, as job opportunities start to become more available in the aftermath of COVID-19.



JOB ACCESS PARTICIPANT, GOODWILL ASSOCIATE

Lenny graduated from the Goodwill Hospitality Job Training Program in March 2020, just as the COVID-19 pandemic was beginning to force many industries to furlough employees and close their doors. With a few years of concierge experience, he caught the immediate attention of a Goodwill employer partner and was offered a position as a full-time overnight concierge.

Due to Lenny's overnight schedule and limited transportation options, he was able to use Lyft ride credits to get to his new job.

Jobs Access Program Impact

To date, the Jobs Access Program — with United Way, Goodwill, and several other local nonprofits — has supported job seekers with access to over 30,000 rides.

In a survey of program participants:

- **Over 30% of respondents** said that a Lyft ride helped them secure a job.
- **Over 60% of respondents** said that the Lyft ride allowed them to retain their job.
- **Over 60% of respondents** mentioned that they would not be able to get to work without a Lyft ride.
- **Over 50% of participants** identified as Black or African American.

Jobs Access: Looking Ahead

Looking ahead, we remain focused on our existing cohort of 20 cities to provide access to interview preparation, job training, and/or the first few weeks of work for those who are preparing to re-enter the workforce through our Jobs Access Hub. We will continue to improve on data outcomes with partners – focusing on improving self-reported job retention numbers – through self-reported surveys and data related to demographics and job outcomes.

Grocery Access

With approximately 23.5 million people in the U.S. living in food deserts and another 54 million classified as food insecure, our Grocery Access Program partners with local nonprofits to help get individuals to and from grocery stores that provide healthy food options.⁵² Nearly half of these individuals are also doing so on low incomes,⁵³ and on top of that, “Black families are twice as likely to be food insecure as white families, with 19.1% of Black households and 15.6% of Latinx households experiencing food insecurity in 2019 compared to 7.9% for white families.”⁵⁴ Our Grocery Access Program model initially focused on getting people to food, but our early pilots and the effects of COVID-19 revealed that alternative approaches were often needed to improve efficacy.

Since the start of COVID-19, we’ve seen food security needs drastically change. With more than 54.3 million people facing insecurity in 2020,⁵⁵ there’s not only a need to provide transportation for people to get to healthy food but also a need to transport food to individuals. Lyft received an immense number of requests from nonprofits, elected officials, and community members asking to support those who are unable to leave their homes during shelter-in-place advisories or those affected by the consequent economic downturn.

In response, we pivoted to focus primarily on bringing food to people’s doorsteps rather than getting individuals to the grocery store. Together with Mastercard, who provided philanthropic funding to increase the scale of our impact, Lyft partnered with local governments and nonprofits across 10 cities to facilitate food delivery for individuals in need.

In particular, we focused on supporting two high-risk communities:

1. **Low-income families** whose children would've otherwise received free food while at school, but are currently left without access due to school closures (roughly 52.6% of students in U.S. public schools receive free or reduced-price meals⁵⁶).
2. **Low-income seniors** who are homebound. The primary targets are senior clients of local food pantries and any homebound seniors recommended by the Department of Aging.

Grocery Access Program Impact

- To date, the Grocery Access Program has provided access to over 50,000 discounted rides across more than 25 cities to help people access grocery stores.
- Our local partner organizations coordinated the donated food and identified community members in need of food assistance while Lyft managed the logistics of these food deliveries. In partnership with Mastercard, we've facilitated over 2 million meals through more than 10 local partners.

“On behalf of our 5,000-plus seniors who received the home-delivered meals during the COVID-19 pandemic, we want to say ‘thank you’ to all the Lyft drivers who delivered these meals. Our seniors told us these meals ‘saved’ their lives! What a special gift Mastercard and Lyft have given our seniors!”

— Anni Chung, President & CEO at Self-Help for the Elderly

“We are so proud to be a part of the LyftUp community. During this challenging time it is so important to connect people with their essential needs. Through our partnership, Lyft has enabled us to increase production and deliver over 86,000 meals to hospitality workers experiencing food insecurity and joblessness in Atlanta.”

— Michael Lennox, Founder and CEO of Electric Hospitality and ATLFAMILYMEAL



Grocery Access: Looking Ahead

In 2021, the Grocery Access Program will return to focus on the initial model of getting people to healthy food, with a few modifications. Our initial work in this space highlighted how important it is that people have the support they need to purchase healthy food once they arrive at a grocery store. We'll focus on developing Produce Prescription (Rx) Program partnerships. ProduceRx programs allow patients living with, or at risk of, diet-related health conditions to receive vouchers for free or discounted produce by their healthcare providers. ProduceRx programs increase access to healthy foods and reduce the financial burden associated with them, resulting in improved health outcomes for lower-income or diet-related disease individuals. These vouchers can be redeemed at retail grocers, farmers markets, or for purchases made from Community Supported Agriculture (CSA) programs.

By combining transportation access and ProduceRx vouchers, we aim to ensure that individuals have affordable access to fresh and healthy food once they get to the store. Instead of focusing on scaling programs, we'll prioritize conducting statistically significant research to prove the impact of transportation access to improve social determinants of health and economic outcomes. Pending positive research findings, we'd hope to then scale this tested program model in future years.

LyftUp Community Grants

Local nonprofits work hard year-round to improve lives in their communities, often without the significant funding larger organizations enjoy. To recognize the contributions of local nonprofits and ease transportation barriers faced by the people they serve, we award grants in the form of Lyft ride credits to a variety of local nonprofits each quarter.

The LyftUp Community Grants program was launched in 2018 to provide hyperlocal organizations with a Lyft credit grant. In 2020, quarterly grants ranged from \$1,000 to \$5,000 in Lyft ride credit, depending on the scale of the city in which the nonprofit was located and the type of work the nonprofit was doing. The goal of the program is to build meaningful, local relationships, and fill transportation needs faced by organizations in their unique communities.

With guidance from our LyftUp Access Alliance, we focused all LyftUp Community Grants for the second half of 2020 on local organizations directly supporting communities of color. Our Community Engagement team awarded grants to organizations such as **Pueblo Unido PDX**, **Aloha Maui Pride**, **African American Youth Harvest Foundation**, and more.



The **LyftUp Access Alliance** is a partnership of dozens of local and national organizations with a shared goal of helping to eliminate transportation as a barrier to upward mobility for under-resourced communities of color. The council provides advice and guidance to deepen our commitments and create processes that have long-term impact on our foundational work.

Learn more on page 69.

2020 LYFTUP COMMUNITY GRANTS WINNER

“ The coronavirus pandemic has hit those who have the least far worse. Something as simple as getting to a doctor’s appointment, going to the grocery store, getting to a job interview, or dropping off your kids at childcare can seem impossible when you simply do not have the money to get to where you have to go. The LyftUp free credit rides are such a welcome support for our families and community members who are struggling during this difficult time, especially in communities of color, like Ironbound.”

— Vicky Hernandez, Executive Director, Ironbound Community Corporation

Community Grants Program Impact

- Since launching in 2019, the program has received over 3,000 applications.
- To date, the program has supported over 200 organizations and over 50% of grants went to organizations supporting communities of color.

Community Grants: Looking Ahead

In 2021, we remain committed to awarding grants to local organizations supporting communities of color. The effects and burden of COVID-19 are still apparent, so our goal will be to continue supporting organizations that demonstrate their commitment to equitable transportation access. Based on our research, we’ve also seen transportation needs exacerbated for communities of color around use cases like housing access or criminal justice reform. We’ll continue to seed small pilots through our Community Grants Program to help test new transportation use cases in hopes of developing the foundation for potential future programs.

Micromobility Access

Knowing that bikes and scooters are two of the more affordable and sustainable modes of transportation available using the Lyft platform, we've been committed to increasing access to our bikeshare and scooter share systems. We carry out this commitment through a combination of infrastructure expansion to bring bikes and scooters to more neighborhoods, and programs to ensure our services are affordable to low-income individuals.

Bikeshare has proven to be a particularly resilient form of transportation during the COVID-19 pandemic. Indeed, many of our systems set single-day ridership records as residents turned to shared bikes to commute, connect to high-capacity transit, or simply get some socially-distant fresh air. We've responded to these surges in demand by continuing our investments in growing our systems, and doubling down on programs that make bikeshare and scooter share as affordable and easy to use as possible for those who need it the most.

Thanks to Lyft's investment, our bikeshare systems continue to reach new neighborhoods, filling gaps in transportation networks, and creating economic ladders of opportunity. In 2020, Lyft completed an expansion of the Divvy bikeshare system, which included an addition of 3,500 e-bikes to the system overall and 56 stations specifically in the Far South Side of Chicago. And in New York, we added 282 stations, including a significant expansion into the South Bronx, alongside Long Island City and Astoria in Queens and Washington Heights in Upper Manhattan. In response to the pandemic, Lyft, together with our partners at the NYC Department of Transportation and several of New York's prominent hospitals, also accelerated the deployment of stations and "bike valets" (staffed bike parking enclosures that accommodate surges in demand) to healthcare facilities. These helped doctors, nurses, and other hospital staff access their worksites when many public transit lines were shut down.

Lyft paired these expansions with investments in our nonprofit partnerships and philanthropic programs to expand bikeshare and scooter share access to essential workers and low-income residents. In April, we launched our Critical Workforce Program, which provided free bikeshare memberships to healthcare, public transit, and first responder workers. In New York City alone, over 35,000 of these essential workers signed up for the program. Lyft also doubled down on our partnerships with cities and community-based organizations to deliver low-cost bikeshare and scooter share rides to low-income residents during the financial

crisis that accompanied the pandemic. In Chicago, we worked with the Chicago Department of Transportation to offer half-price Divvy memberships to all residents during the early months of the pandemic. In New York, our reduced-fare bike membership program reached an all-time high of over 8,000 members, and in Columbus, we launched a \$5/month income-eligible fare and outreach program for all residents who qualify for SNAP or equivalent federal benefits.

Lyft is also working to expand our equity programs serving youth. In January 2020, we launched a partnership with UNINTERRUPTED, LeBron James' athlete empowerment platform, to help young people and connect communities in need through bikeshare access. In collaboration with the YMCA USA, the goal of this program was to give free, one-year bikeshare memberships to young people (ages 16–20) in New York City, Chicago, and the San Francisco Bay Area. With the unexpected impact of COVID-19, in-person site closures for health safety reasons, and capacity constraints among our partners, our initial timeline was delayed, leading most programs to launch in late 2020. In October, we started working with the Y to distribute membership passes to youth in Chicago, later launching to San Francisco in December. New York City is currently slated to launch in early 2021. With a focus on removing barriers in young peoples' lives, this program builds on our successful Bikeshare for Youth program, originally started in New York City.

Broadening our scope beyond youth, 2020 was also the first year that we were able to integrate the more affordable bikes and scooters options into our core LyftUp programming. For both Jobs Access and Voting Access, we made transportation access available on all Lyft modes: bikes, scooters, and rideshare.

For a more detailed overview of Lyft's transit, bikes, and scooter rider experience, please see the Lyft Multimodal Report [here](#).

“The Y is committed to helping young people reach their full potential, and we know that affordable and reliable transportation is a key component. We're excited to partner with Lyft to provide another way for young people to access new opportunities to learn, grow, and thrive.”

— Kevin Washington, President and CEO of YMCA of the USA



Micromobility Access: Looking Ahead

Shared bikes and scooters have seen tremendous growth in recent years — and with it, greater potential for social impact in the communities we serve. Across the country, Lyft offers reduced-fare bikeshare and shared scooter equity programs for income-qualifying riders. These members take 12% more rides than standard members. Furthermore, 24% of rides across Lyft’s shared micromobility systems start or end in low-income areas, where 31% of our bikeshare stations are located. We hope to see these numbers increase as we continue to deepen our equity program offerings across our bikes and scooters network.

In 2021, the Citi Bike program will continue to build community relationships in expansion neighborhoods across New York City, with a particular focus on Sunset Park, Astoria, Inwood, and a large swath of the South Bronx. We will be hosting our third annual Citi Bike community grants program to support community groups with deep local ties as they build programming around the value of active transportation. We will also continue to host our quarterly Equity Advisory Board meetings, where we hear from some of the most well-respected leaders in New York City’s civic space about how Citi Bike can orient our programming so that equity is firmly at the center of the work. We will also be working with New York City to give out thousands of half-price Citi Bike memberships in expansion neighborhoods to encourage uptake in these new (to Citi Bike) areas. We are also partnering with transit experts to identify ways that the Citi Bike program can better integrate with, and support,

New York City's bus and subway network. Lastly, we expedited a Citi Bike station deployment to New York City's first 24/7 vaccination site at the Brooklyn Army Terminal, and we are planning additional expedited station deployments in the near future.

In Chicago, Divvy bikeshare expanded the system with 56 new stations in the Far South Side and with 3,500 new e-bikes overall last year. The expansion continues in 2021 and will cover more than 184 square miles at year's end, more than doubling Divvy's pre-2020 service area. At least 200 Divvy hubs (such as lightweight stations) and thousands of additional e-bikes are expected to be deployed on the South and West sides in 2021. Because many of the expansion neighborhoods are economically disadvantaged, we will work with more than 20 community-based organizations to enroll residents in Divvy for Everyone.

In Portland, Lyft is working with the Bureau of Transportation, low-income housing providers, and community-based organizations to recruit members for its income-eligible BIKETOWN For All bikeshare membership through signup training and paying for the first three months of the membership.

In San Francisco, Lyft significantly expanded the service area of Bay Wheels in 2020 to help fill in gaps in the transit network during COVID-19. Lyft will continue to invest in our income-eligible program, Bay Wheels for All, to ensure low-income residents across the city and the bay can access our system.



LYFT BIKES & SCOOTERS SOLIDARITY RIDES

This summer, in the wake of the senseless killing of George Floyd, Lyft alongside community leaders, local elected officials, and faith leaders partnered to organize solidarity rides around Lyft bikes and scooters.

- In Chicago, **29 solidarity rides** for justice took place. They were aimed at unifying and amplifying the voices of the Black community. The bike rides took place across 10 to 15 miles through several diverse neighborhoods on the city's South and West sides. At each event, Divvy provided over 100 free bikes for participants to use.
- In New York City, Lyft supported **18 Black Lives Matter solidarity rides** by capping coverage fees for all riders renting bikes during posted protest hours. Thousands of people, many of whom wouldn't have been able to participate without bikeshare, were able to join these watershed events in solidarity and pedal for justice.



We can't address poverty, unemployment, education, healthcare, or any other public service without addressing transportation, because transportation is the means by which any of those opportunities are accessed. At its core, transportation access is a civil rights issue. It drives every aspect of our daily living, from where we live, work, play, and go to school. Our ability to survive rests on our ability to get to our jobs, doctors appointments, and grocery stores where we can access healthy foods. I'm most excited about this program's ability to empower people to do more than survive, but to thrive in this season. I wish more people understood that at its core, transportation access is a civil rights issue."

— Rev. Leslye Dwight, Minister of Social Justice, Community of Hope (partner of Black Women's Roundtable)

Racial Equity

Racial equity is a foundational part of our work, which is why it's a core theme that inspires our entire portfolio of LyftUp programs. Instead of standing up a singular program to address racial inequities, we use this lens as an underlying strategy across all programs to eliminate transportation as a barrier to upward mobility for under-resourced communities of color.

COVID-19 has deeply affected the world, but has disproportionately impacted communities of color, specifically Black and Latinx communities in the U.S. On top of COVID-19, communities of color also battled continued systemic racism and acts of injustice alongside moments of civil unrest.

As noted in our 2020 ESG report, we have long-standing relationships with organizations across the U.S. that fight inequality and racism. As part of our continued commitment to the Black community through LyftUp, we donated a total of \$500,000 in ride credit in June 2020 to the following national civil rights organizations:

- Black Women's Roundtable
- National Bail Fund Network
- National Urban League
- National Action Network
- NAACP

In August 2020, our sustained support for organizations that fight inequality was fortified by the launch of the LyftUp Access Alliance. The LyftUp Access Alliance is a partnership of dozens of local and national organizations with a shared goal of helping to eliminate transportation as a barrier to upward mobility for under-resourced Black communities. Together with our partners, our goal is to provide access to 1.5 million car, bike, and scooter rides over 5 years (through 2024) to help under-resourced communities of color reach a powerful network of essential resources and services. This estimate was calculated based on the average cost of each mode. As part of that commitment, we also took a number of other actions:

- Designated all LyftUp Community Grants for the remainder of 2020 to go toward local organizations directly supporting communities of color
- Set up Protest Rides and Solidarity Rides, which are programs that supported the March on Washington and other racial justice rallies with discounted car, bike, and scooter rides for those attending and donated a portion of proceeds to national civil rights organizations like the NAACP, National Action Network, Black Women’s Roundtable, and National Bail Fund Network
- Recognized Juneteenth as a company holiday so that our team members can reflect on our history, participate in civic engagement, and educate themselves on how to fight systemic racism

LyftUp Access Alliance Partners



Lyft Board Member and Former Senior Advisor to President Obama, Valerie Jarrett, chairs the Access Alliance council. The Access Alliance council includes organizations like My Brother's Keeper Alliance, The National Urban League, and Black Women's Roundtable, and helps advise us on the refinement of the racial justice strategies that have driven and continue to drive our work. The LyftUp Access Alliance represents an important step in thinking more directly about how we can help eliminate barriers for communities of color across America. These efforts will allow us to deepen our commitments to racial equity and further solidify this framework as a core component of our LyftUp programs.



COMMUNITY INITIATIVES TIED TO RACIAL EQUITY

- In Northern California, we held Driver Circles to build community among Black Lyft drivers, elevate their concerns, and make recommendations for program-, policy-, or product-related solutions.
- In Chicago, we provided over 100 turkeys to families in need during the Thanksgiving Holiday in partnership with ChiGivesBack, Project H.O.O.D., and Urbane Blades.
- Across the country, 16 community briefings were held where 489 attendees tuned in from different community organizations.

Racial Equity Program Impact

In 2020, we estimate we provided access to over 1 million free or discounted rides to communities of color through our LyftUp programs, including but not limited to Jobs Access, COVID-19 support, and Access Alliance. Our initial goal was to provide access to 1.5 million rides over the course of five years, but with an additional focus on these communities to address COVID-19 disparities, we saw even higher ride metrics than expected. More specifically, during the pandemic, we saw an increase in socially distanced travel modes across all user groups, which led to more usage of our subsidized micromobility membership programs for essential workers and among communities of color. We'll continue to prioritize putting these groups at the core of our LyftUp work to meet our targets.

Racial Equity: Looking Ahead

Moving forward, we'll continue to integrate guidance from the Access Alliance into LyftUp program development as we work toward racial equality. In 2021, we'll fulfill commitments made and expand as needed, especially as we continue to see impacts of the pandemic, the economic fallout, and disparity in vaccine distribution to communities of color. We are building on our Access Alliance partnerships to support vaccine distribution: Recent reports show Black and Hispanic populations receiving lower vaccination rates than white populations, even though they're dying of COVID-19 three times higher and being hospitalized four times higher than the rate of white people.⁵⁷ Additionally, low vaccination rates will only exacerbate food insecurity and unemployment rates. We're already seeing that 36% of Black households and 32% of Hispanic households are experiencing food insecurity.⁵⁸ We look forward to using programs like Community Grants to explore and pilot additional areas of support, like transportation needs tied to housing access or criminal justice reform. With this in mind, Lyft is committed to the ongoing journey, standing with communities of color everywhere. For more information on the work Lyft is doing for communities of color internally, please see our Inclusion & Diversity section.

RESPONSIVE PROGRAMS

COVID-19

The impact of COVID-19 has been more widespread than anyone could have anticipated, and we continue to grapple with its effects. As noted in our [2020 ESG Report](#), our early efforts to pivot quickly to meet new needs focused on health and safety.⁵⁹



Some of these details were shared in last year's report, but we have included updates on our progress. We have continued to invest in health and safety measures on the platform to ensure that riders and drivers are aware and in compliance with Lyft's policies.

Health & Safety Program

Personal health certification for drivers and riders

Riders and drivers must certify that they will not ride or drive with Lyft if they have COVID-19, think they have it, or have related symptoms.

Required face masks for drivers and riders

Masks must be worn by riders and drivers for the duration of the ride. Additionally, riders may not sit in the front seat and must keep windows down if possible. We've also implemented mask recognition technology for riders and drivers who have been flagged for noncompliance, and strengthened our enforcement policies including suspending riders and drivers for repeated noncompliance.

Health safety education for drivers and riders

Based on rideshare guidance from the CDC, this content arms our community with information to protect themselves and others during rides.

Resources for drivers:

- We developed Lyft's clean ride guide to ensure drivers have step-by-step guidelines for in-car health and cleanliness measures.
- We distributed over 500,000 face masks, cleaning supplies, and in-car partitions to drivers at no cost to them, and continue to provide access to these supplies today.
- Partitions are also available at cost through the Lyft Store – over 4 million rides have been given with partitions.
- [Service Centers](#) provide free disinfectant services in under 10 minutes – we completed 14,000 disinfection appointments in less than six months.
- [Lyft's Mobile Service](#) provides a free mobile disinfection service, which can be contactless and at drivers' homes.

These health and safety efforts, paired with our [LyftUp](#) work, are all part of the [\\$6.5 million commitment](#) Lyft made to COVID-19 relief efforts. As part of that commitment, \$1.5 million has been dedicated toward supporting under-resourced communities' access to food, essential jobs, and services. To expand our capacity, we also [teamed up with long-standing partners like Mastercard](#), who directly funded LyftUp initiatives focused on providing access to essential rides and pilot delivery services to those who need it most.

Key COVID-19 Impact Stats

FOOD ACCESS	MICROMOBILITY ACCESS	LYFTUP	HEALTHCARE ACCESS	HEALTH & SAFETY
Drivers delivered over 2 million meals to those in need through our nonprofit partners.	Over 35,000 critical workers , including doctors, nurses, and other essential healthcare workers, accessed free bikeshare memberships this year, and took 1.1 million bike and scooter rides , through our Critical Workforce Program.	Through our LyftUp program, we've given over \$1.5 million worth of free ride credits to help under-resourced communities access food, essential jobs, and services.	This year, we helped more than 10,000 healthcare workers get to and from work, totaling nearly 200,000 rides . Lyft's healthcare team works with thousands of hospitals across the U.S.	Through this program, we dedicated nearly \$4 million to free cleaning supplies and protective equipment for drivers, including hundreds of thousands of masks and sanitizers.

To distribute these rides and deliveries, we teamed up with **more than 700 partners** across the country, including public health entities, local governments, and nonprofits and community organizations, to support people in need. Our LyftUp COVID-19 response focused on three areas where transportation could play a vital role in supporting our communities:

Free rides for vulnerable communities: We provided access to free Lyft rides to those with essential transportation needs during the coronavirus pandemic, especially for families, low-income seniors, people with disabilities, and other vulnerable communities.

- Supporting survivors of sexual and intimate partner violence: Lyft and RAINN announced a new program to provide critical resources that survivors of sexual and intimate partner violence often need to begin their relocation journey, free of charge. According to the Department of Justice, every 73 seconds another American is sexually assaulted.⁶⁰ As a result of shelter-in-place orders, more and more individuals were forced to shelter with their abusers. The program began with a pilot in select cities across the U.S. In these cities, individuals seeking crisis support who contact RAINN's National Sexual Assault Hotline at 1-800-656-HOPE (4673) may be connected to a free Lyft ride, depending on their needs, through their local sexual assault service provider. To date, Lyft has worked with more than 20 local partners supporting victims of domestic violence across the U.S. to support individuals who are in desperate need of transportation.
- Supporting communities of color: By partnering directly with organizations that have long supported communities of color, we can continue to bring more equitable transportation options to communities when they need them most. For example, we partnered with the U.S. Hispanic Chamber of Commerce, National Asian American/Pacific Islander Chamber of Commerce & Entrepreneurship, the NAACP, the National Asian American Coalition, and Black Women's Roundtable to distribute ride codes to help their members who are essential front-line workers get to work at businesses and medical centers.

Free rides for critical workers: We provided free bikeshare memberships, free scooter rides, and access to free Lyft rides for first responders, doctors and nurses, transit employees, and other critical workers.

- Supporting front-line responders: We announced the LyftUp Scooter Critical Workforce Program, a new initiative providing the essential first-responder, healthcare, and transit workforce with free scooter trips as they serve the public on the front lines against COVID-19. Additionally, we launched our Citi Bike Critical Workforce Membership Program providing front-line responders like doctors, nurses, healthcare workers, and other essential workers free one-year bikeshare memberships.

Free delivery of critical supplies: We facilitated delivery of food and life-sustaining medical supplies to families with children, seniors, those with chronic diseases, and other vulnerable populations.

- Supporting delivery of meals for kids and seniors in need:
In response to the food supply challenges that arose within vulnerable communities early in the pandemic, Lyft created its first delivery program called Essential Deliveries. Students who receive free or subsidized lunch at school, as well as home-bound seniors, have been heavily affected by shelter-in-place advisories. To meet crucial food access gaps, we partnered with government agencies, local nonprofits, and community leaders, such as Los Angeles City Councilmember Marqueece Harris-Dawson, to help the Council District 8 community access free healthy food while supporting family-owned restaurants in South Los Angeles. We also supported SOS Meals on Wheels in Alameda County to deliver meals to home-bound seniors. Lyft worked closely with different partners across the country to help connect drivers with organizations, including Amerigroup Tennessee (Anthem) and Second Harvest Food Bank of Middle Tennessee, whose goal was to deliver food boxes to the homes of those most in need. Over 40% of our LyftUp partners have provided access to ride credits to support communities with food insecurity.



Over the course of 2020, our LyftUp efforts supported over:

2M

2 million meal deliveries

50K

50,000 free or discounted rides to communities in need

1.1M

1.1 million free bike and scooter rides for critical workers

Through the pandemic, drivers using the Lyft platform have played a vital role in our LyftUp program by connecting people with essential goods and services – getting riders to grocery stores and pharmacies, doctors and nurses to work, and caretakers to family members in need. We're immensely grateful to the driver community, and have taken actions to make sure they're supported and [have information on broader federal resources](#).

As we continue to address the impact of COVID-19, the most up-to-date information can be found on the following pages:

- [LyftUp](#)
- [COVID-19](#)
- [Universal Vaccine Access](#)



UNIVERSAL VACCINE ACCESS

While this report focuses on our 2020 initiatives, it is important to recognize our efforts in responding to universal vaccine access needs and highlight some of the actions we started in December 2020 that have continued into 2021.

In a normal year, more than 5.8 million Americans delay or miss medical care due to a lack of transportation. COVID-19 has amplified transportation insecurity, especially for seniors and other vulnerable communities. It's estimated that in 2021, those without transportation access – approximately 15 million people – will face a barrier to getting to the COVID-19 vaccine.

In December 2020, Lyft launched a nationwide campaign to support universal access to the COVID-19 vaccine. Our estimations showed that there were up to 15 million people in the US without transportation access to and from vaccination sites and the goal of this effort was to help close that gap, with a focus on supporting low-income, uninsured, and at-risk communities. To do so, Lyft is running a company-wide effort to partner with nonprofits, retail pharmacies, federal and state governments, and corporate partners, to help ensure that transportation is not a barrier to receiving the vaccine.

Lyft is supporting universal vaccine access through four core mechanisms:

- **Lyft Healthcare** (rides paid by healthcare organizations), which is one of the largest providers of NEMT access in the U.S., helping to ensure access to reliable rides for millions of eligible patients who lack transportation. Thousands of healthcare organizations partner with Lyft Healthcare – including 9 of the top 10 NEMT managers, 9 of the top 10 health systems, the top 10 health plans, large retail pharmacy chains, and key healthcare IT organizations like Epic and Allscripts – to reduce costs, improve the patient experience, and expand access to care. To date, Lyft is providing access to rides with over a dozen hospital and health system partners – like Mount Sinai Health System and Oak Street Health, as well as healthcare transportation managers like Alivi – to provide access to rides for both eligible patients and for health workers who need transportation to vaccine sites.
- **Lyft Business** (rides paid for by client companies), which provides business-to-business services, often focused on supporting the employees of a client company. For clients who employ a large number of front-line workers (e.g., staff at brick-and-mortar store locations), we are exploring opportunities to provide access to discounted or free rides that can help to ensure transportation is not a barrier to getting those employees vaccinated.
- **Our consumer app** (rides paid by consumers), which reaches tens of millions of Americans across the country.
- **Our LyftUp program** (rides paid by Lyft or other corporate sponsors), which has raised philanthropic funds from key partners like JPMorgan Chase and Anthem to provide access to free rides to individuals and communities who are traditionally not provided transportation benefits by their insurers. These rides will be distributed through nonprofit partners like United Way, National Urban League, National Action Network, National Hispanic Council on Aging, and the National Asian Pacific Center on Aging.

We know countless communities have been affected by the COVID-19 pandemic. To help with recovery efforts, we want to become the platform that connects essential workers, the underinsured or uninsured, and other disadvantaged communities with access to reliable, safe, and free and/or subsidized transportation to vaccine sites. The most updated information on this company-wide effort can be found [here](#).

Disaster Response

In the aftermath of a natural disaster, our goal is to make transportation as easy as possible for those in need. In these moments, connecting passengers with their loved ones and helping them access valuable community services becomes more crucial than ever. Focusing on the needs after a natural disaster hits also allows us to prioritize the safety and well-being of drivers, since we don't activate a response until we've been able to evaluate road conditions.

Since 2017, we've been steadily building partnerships with local communities and nonprofit leaders to provide rides when disasters strike. When a natural disaster emerges, our teams evaluate each scenario and our ability to support before we activate and launch event-specific responses. These time-sensitive responses help with immediate needs and generally last two to four weeks. Over the years, drivers have led the way, helping passengers affected by some of the most devastating natural disasters, ranging from [Hurricane Sally](#) to the [wildfires in Northern California](#).

Program Impact

- Since 2017, Lyft has activated for over 25 disasters ranging from storms and hurricanes to wildfires and extreme weather incidents.
- To date, the program has provided access to over 2,000 rides to shelters, cooling centers, evacuation sites, and more.

2020 Disasters

EXTREME WEATHER	WILDFIRES	STORMS & HURRICANES
<ul style="list-style-type: none">• Chicago Cold Front• Nashville Tornado	<ul style="list-style-type: none">• Oregon Fires• California & PNW Fires	<ul style="list-style-type: none">• Hurricane Laura• Hurricane Sally



Voting Access

In the 2016 presidential election, it's estimated that more than 15 million eligible voters didn't go to the polls in large part because they lacked a way to get there. To expand on the work we began in 2018, we vowed to offer even more access to free and discounted rides to the polls by committing to support transportation needs throughout the entire 2020 primary calendar and the general election.

Our work began in January 2020, starting with the Iowa Caucus and continued through all primaries and caucuses leading up to the general election. To support transportation needs through the primaries, we offered access to free and discounted rides through a network of our nonprofit partners that included **Voto Latino Foundation, League of Women Voters, Student Veterans of America,** and more. Our partners distributed rides directly to people in their networks whom they identified as most in need of transportation.

As we shifted focus from the primaries to the general election in November, we expanded our strategy to serve more communities. Starting in September 2020, we took a comprehensive, three-pronged approach to make sure we could get people registered and to the polls:

1. **We actively promoted voter registration and planning deadlines to our riders and drivers.** Starting on National Black Voter Day and National Voter Registration Day, Lyft promoted tools and resources to our communities.
2. **We supported the general population in getting to the polls and/or dropboxes.** On Election Day (Nov. 3), we offered 50% off one ride up to \$10 to any polling location or dropbox using the code 2020VOTE. For the first time, this offer also included Lyft's network of bikes and scooters in cities where they were available.
3. **We helped those in need with entirely free transportation to the polls.** Through partnerships with nonprofits, we provided access to free rides for individuals who have historically had difficulty getting to the polls. We supported these communities both on Election Day and throughout early voting.

Voting Access Partners





Reliable transportation will be essential to help blind people get to the polls or to get their ballot to a post office or collection point. We want to ensure that all blind voters can cast their ballots with complete privacy and independence in all steps of the voting process. We commend Lyft and its driver community for once again collaborating with us to help make this possible.”

— Mark Riccobono, President of the National Federation of the Blind

Program Impact

This year, Lyft supported hundreds of thousands of people with access to rides to the polls on Election Day, to early voting sites, and for runoff races, in addition to rides during the primary season. Rides for the general election season include thousands of rides on our network of bikes and scooters.

- During the 2018 U.S. election, Lyft supported both voter registration efforts and rides to the polls. In 2020, we aimed to increase both of those numbers beyond 2018’s metrics, and we achieved that goal. Through our Voting Access Hub and partnerships with When We All Vote and Vote.org, we increased our voter registration/voting plan numbers from around 18,000 in 2018 to nearly 30,000 in 2020. We were also extremely proud to have doubled the number of rides to the polls done in 2020 in comparison to our 2018 program, in part due to 2020’s addition of rides to primaries and early voting sites (whereas our work in 2018 was specifically focused on Election Day support).
- Through our multiple partners, including nearly 20 nonprofits, 15% of all Voting Access rides were to early voting sites.
- Voting Access helped open doors with dozens of paying Lyft Business clients — both new and existing — because of aligned values and goals.
- We amplified the program by partnering with over 200 celebrities, influencers, artists, athletes, and other partners.



GEORGIA & LOUISIANA RUNOFF ELECTIONS

With unexpected runoff races emerging after the general election, Lyft and its partners supported voters with access to discounted rides to the polls and early voting sites for the federal runoff races in Louisiana and Georgia as we continued our Voting Access Program.

Voting Access: Looking Ahead

As always, our intent is to activate for midterm and general elections, meaning our LyftUp Voting Access work, which covers free and discounted rides to the polls, will continue in 2022. In the meantime, we will continue to internally assess support for off-cycle elections.

ENABLING COLLECTIVE ACTION FROM OUR RIDERS

Since 2017, our riders have been making their rides count for their community by opting in to round up their ride payments and donating the difference to a worthy organization of their choice.



\$23M

Lyft riders have donated more than \$23 million through Round Up & Donate since 2017, supporting communities across North America.



20+ partners

More than 20 organizations across North America receive Round Up & Donate funds. The latest additions are:



In 2020, we tested new product features to continue empowering our riders to support LyftUp:

- **Fund a Ride:** If riders wanted to help, the fund-a-ride tool allowed them to cover the price of a ride and one of our nonprofit partners connected those contributions to someone in need. Contributions were made via the Lyft app, a link on the Lyft website, or directly through one of Lyft's nonprofit partners via their website. Through this pilot feature, riders helped fund over \$25,000 to nonprofits like United Way, National Urban League, and Goodwill. Our 2020 Fund a Ride programs have been sunset, but we are continuing to test new use cases. You can find a live example of the fund-a-ride tool [here](#).
- **Civic Action Donations:** Riders made their voices heard in the fight against racial injustice by attending protests. A portion of proceeds from rides to and from protest venues was donated to national civil rights organizations, totaling \$15,000 over 10 days.

In 2021 and beyond, we look forward to evaluating these additional opportunities with the hopes of formalizing some of these new products into our suite of tools to seek increased participation from our riders. To support our Universal Vaccine Access Program, we plan to experiment with new iterations of these products to help drive additional funding toward LyftUp rides. In an effort to further engage our community, we're even considering partnering with major corporate partners to find ways to get their customers involved in giving back.

RESEARCH AND IMPACT MEASUREMENT

We measure impact on our programs by surveying users directly, working with third-party research entities, and through our partner organizations. In 2020, we planned to formalize research models and bring in third-party researchers to help us evaluate our two largest foundational programs, Grocery Access and Jobs Access. Yet due to the unplanned pivots brought on by COVID-19, our research plans were paused as we felt that any research outcomes studied during the height of the pandemic wouldn't accurately reflect long-standing needs. This didn't feel like the appropriate time to invest in research that would drive years of strategy, so instead, we relied on our standard measurement metrics via self-reported data from our partners to maintain our rigor of program evaluation.

At the end of 2020, we were able to kick off shorter-term research pilots that study Grocery Access and Jobs Access themes on a smaller scale. In partnership with UChicago, we looked at the impact of transportation on anti-recidivism with SPROKIT, and we examined the impact of transportation on accessing healthy food with Propel. We expect to have early directional results available in 2021.

Additionally, in 2021, we intend to pick up plans to formalize research, narrowing our focus on establishing a research program for Grocery Access and ProduceRx. We will spend the first half of 2021 designing the study, then start executing on ride benefits in the latter half of the year. As of this publication, the research study will likely span one to two years as we evaluate the longer-term outcomes of our efforts, not just the immediate outputs and qualitative results.

We also lean heavily on our execution partners — including nonprofits, for-profits, and public-sector partners — to help us measure the impact of these joint efforts. As noted in earlier sections, one important area where we work closely with partners to prove our impact is through our healthcare vertical.

Safer Communities

The safety of our community is fundamental to Lyft, and we've worked hard to design policies and features to protect riders and drivers. We continuously invest in new products, policies, and features to further strengthen Lyft as we strive to keep drivers and riders safe on our platform, and are always looking for ways to make Lyft even safer for our community.

STRENGTHENING COMMUNITY SAFETY

Since day one, we've built safety into every part of the Lyft experience — before, during, and after the ride.

Before the Ride

Driver Screenings in the U.S.

Before giving their first Lyft ride, all driver-applicants⁶¹ are screened for criminal offenses and driving incidents.

Administered through a third-party company that specializes in background checks, our comprehensive criminal screening process includes:

- Social Security number trace
- Nationwide criminal search
- County court records search
- Federal criminal search
- U.S. Department of Justice 50-state sex offender registry search

Drivers must also pass a DMV record check to ensure their driving record meets Lyft's standards. While standards vary per state and local law, in most places, if a driver-applicant has any of these violations, they will not be permitted to drive with Lyft:

- Any major violation in the past three years (like driving on a suspended license or reckless driving)
- Any DUI or other drug-related driving violation in the last seven years
- Any driving-related convictions in the last seven years (like a hit-and-run or felony involving a vehicle)
- More than three minor violations in the past three years (including collisions and traffic light violations)

Annual Checks

Once drivers pass the initial screenings and are approved to drive on the Lyft platform, they are then subject to **annual background and driving record checks**. Our standards for annual checks are the same as the initial checks and are performed at least once a year.

Ongoing, Continuous Monitoring of Drivers

We don't stop at the annual screenings. Throughout the year, Lyft also conducts **criminal monitoring** that provide Lyft with notification of any disqualifying criminal convictions or driving offenses. For active drivers, we repeat this criminal background check at least every year. These continuous checks allow Lyft to identify potential safety issues and respond on a continuous basis.

Any driver who does not pass the **initial, annual, and continuous screenings** is barred from our platform.

Verifying the Ride

As soon as a rider and driver are matched through the Lyft app, the rider is able to see their driver's information to ensure they get into the correct car.

In the app, riders can see photos of the driver, license plate number, and the make, model, and color of the car. Riders are also reminded of their ride's license plate via text or push notification, based on their notification settings. Hundreds of thousands of drivers also have Lyft Amps, devices on their dashboards that light up to match the color in the rider's app and allow riders to easily find their ride at busy venues and at night.

Drivers can view their rider's name and rating before accepting a ride, and can decline to accept or cancel a ride if they ever feel unsafe.



Before riding or driving with Lyft, everyone must agree to conduct themselves in accordance with our [Community Guidelines](#).

Community Guidelines

Offenses that violate these guidelines can and do lead to users being deactivated from our platform.

Mandatory Safety Education

To drive with Lyft, all drivers must complete a community safety education course.⁶² The course covers how to read other people's boundaries, what is appropriate for in-car conversation, how to avoid intrusive questions, and tips for defusing uncomfortable situations. **Lyft was the first rideshare company to launch education like this.**

We built these programs in collaboration with RAINN, the leading anti-sexual violence organization in North America. All current drivers using the Lyft platform have completed a safety education course, and all new drivers must do so before giving their first ride. **Lyft was the first rideshare company to launch education like this.**

During the Ride

Safety Tools

We've developed a series of in-app safety features that allow riders to share their location with family and friends, connect directly with Lyft Support, and quickly and easily access emergency assistance from the Lyft app.

Some of our in-app safety features include:

Share Location: The Lyft app provides real-time ride tracking, so riders and drivers can share their exact location and route with family and friends. Once a user enables this feature, a user's trusted contacts (who they shared their location with) can see trip status and where they are on the map.

Emergency Help, supported by ADT: With Emergency Help, if a rider or driver ever feels uncomfortable or unsafe, they can immediately connect with an ADT security professional. Riders can choose whether they want ADT to text them, call them, or silently alert emergency services on their behalf (to prevent distracted driving, drivers only have the option to receive a call from ADT). If requested, ADT will alert authorities so they can arrive at the user's location, equipped with ride details like the vehicle's make and model, license plate number, and the intended drop-off location.

Smart Trip Check-in: In some cases, if we notice a ride has stopped too soon or for an unusual amount of time, drivers and riders will hear from Lyft. We'll ask if they need support, and if necessary, we'll give the option to request emergency assistance.

Contact Protection: When users call or text through the Lyft app, their rider or driver will see a masked number. Drivers and riders won't see contact details, including last names and phone numbers.

After the Ride

Two-way Ratings

Lyft has a two-way rating system with mandatory secondary feedback. If a rider rates a driver three stars or fewer, we'll make sure they aren't matched together again. If a rider rates a driver four stars or fewer, they're required to provide more details about the rating. Lyft looks into low ratings and regularly reviews community feedback to inform our policies and product features.

Incident Response

Lyft's incident response processes are designed to make it easy to report any negative experiences so we can respond accordingly. Both riders and drivers can report incidents to our dedicated Safety Team, which is available through the 24/7 Critical Response Line so we can take action — including investigating and working with law enforcement when appropriate — to help to keep our community safe.

All members of the Safety team who work with riders and drivers undergo six weeks of specialized training to prepare them to respond to rider and driver safety reports. This training covers

a variety of topics, including how to identify and respond to emergency situations, advocate for riders and drivers using the Lyft platform, be an effective listener, and listen to and speak with survivors of sexual assault and harassment. At least 56 hours are devoted to training Lyft Specialists to work with survivors. That includes a 40-hour Victim Assistance Certification course from the National Organization for Victim Assistance (NOVA), the oldest national organization of its kind focused on promoting, advancing, and enforcing victims' rights for all those impacted by crime. The NOVA training covers foundational topics for victim assistance, including trauma-informed care, crisis intervention, and communication and de-escalation skills. Specialists must maintain their Victim Assistance Certification through 32 hours of continuing education units every two years.



INDUSTRY SHARING SAFETY PROGRAM

Although this report focuses on our 2020 initiatives, we want to acknowledge key updates to our Safety work that launched through the publication process of this report. Below is an overview of our Industry Sharing Safety Program.

Lyft and Uber announced the Industry Sharing Safety Program, a first-of-its-kind effort to share information about the drivers and delivery people deactivated from each company's platform for the most serious safety incidents including sexual assault and physical assaults resulting in a fatality.

The goal of the Program is to further enhance the safety of the entire ridesharing industry and equip companies with important safety information to help protect their customers. Lyft and Uber will share information about driver deactivations related to the five most critical safety issues within the National Sexual Violence Resource Center's (NSVRC) Sexual Misconduct and Sexual Violence Taxonomy, along with physical assault fatalities.

REDUCING IMPAIRED DRIVING

The growth of Lyft and ridesharing has coincided with encouraging road safety trends on impaired driving, as communities now have an affordable and convenient alternative to driving under the influence of alcohol or drugs. There is a demonstrated correlation between rideshare entering a community and subsequent reductions in impaired driving [incidents](#).

Lyft's law enforcement partners agree, as shown in the National Sheriffs' Association [letter of ongoing support](#), the National Association of Women Law Enforcement Executives [resolution of support](#), and the National Organization of Black Law Enforcement Executives [letter of support](#).

The National Highway Traffic Safety Administration's (NHTSA) annual 2019 traffic fatality data from the Fatality Analysis Reporting System (FARS) indicate there were 36,096 fatalities in motor vehicle traffic crashes in 2019, and the estimated number of people injured in 2019 increased by 30,000 to 2.74 million.⁶³ A total of 10,142 individuals died in impaired driving incidents. By increasing the availability of Lyft over the years, as well as through proactive road safety campaigns and partnerships, we believe we are making a difference in this persistent and costly issue. These findings are echoed in research conducted by the National District Attorneys Association.

Comparing publicly available data on DUI incidents with Lyft presence and growth (starting from the first full year after Lyft launched in each market), you can see a rise in ride volume and a decrease in DUI incidents.

NHTSA also reports that most impaired driving incidents happen on nights and weekends (due to a rate of alcohol impairment 3.6 times higher compared with the daytime rate), which is when a majority of Lyft rides occur.^{64,65}

In addition to partnering with the National Sheriffs' Association, the National Organization of Black Law Enforcement Executives, and the National Organization of Women Law Enforcement Executives on impaired driving efforts, during the 2020 holiday season, Lyft also partnered with the Governors Highway Safety Association (GHSA) to distribute state-level [grants](#) to curb alcohol- and drug-impaired driving for its third year. Through a combination of ride coupons, social media campaigns, and press coverage, state agencies were effective in generating public awareness and promoting Lyft as an alternative to getting behind the wheel while impaired.

PARTNERING WITH EXPERTS

In 2020, we launched the Lyft Safety Advisory Council (SAC) to advise Lyft on current and planned safety initiatives. A diverse group of members lends their expert perspectives and suggests areas of improvement. As we seek to tackle complex safety issues, the council meets regularly to provide Lyft with a critical perspective on the work we're doing to enhance the safety of our platform. Through close partnership with these experts, Lyft will be better equipped to continue building safety features and processes that consider all community members, and anticipate and prevent unintended consequences.



CURRENT MEMBERS OF THE SAC INCLUDE:



Jordan Brooks
Executive Director, United State of Women



Jay Brown
SVP of Programs, Research, and Training, Human Rights Campaign



Kym Craven
Executive Director, National Association of Women Law Enforcement Executives



Dwayne Crawford
Executive Director, National Organization of Black Law Enforcement Executives



Keeli Sorensen
VP of Victim Services, RAINN



Tracey Vitchers
Executive Director, It's On Us



Sheriff John Whetsel
Chair, National Sheriffs Association Traffic Safety Committee



Sheriff Kathy Witt
Sheriff of Fayette County, Kentucky



Silvia Zenteno
Senior Director of Educational Programs and Research, It's On Us



Melanie Campbell
President/CEO, National Coalition on Black Civic Participation, Convener, Black Women's Roundtable



Team Member Policies and Engagement

PEOPLE MANAGEMENT

As of Dec. 31, 2020, Lyft employed 4,675 individuals in over 30 states as well as Canada, the U.K., Belarus, Germany, Mexico, and Ukraine. The vast majority are full-time and based in the U.S. At Lyft and in this report, we refer to employees as team members.

In 2020, we replaced our core values with Lyft's Guide to Making it Happen. At our core, we will always value integrity, inclusion, community, and a culture of excellence — building the world's best transportation, not just great transportation. We decided to streamline our values and principles into one Guide to Making it Happen that will give every team member a clear, actionable, and measurable blueprint for success at Lyft.



Lyft's Guide to Making it Happen



Wow our customers



All-in ownership



Take care of each other



Create fearlessly



Take pride; be humble



Build great teams



Disagree & commit



Dive deep



Inspire



Deliver impact

It's important to note that the principles in the guide are not a checklist, and we don't expect every team member to exhibit every principle all the time. Instead, these principles serve as a guide for the kind of culture we want to build at Lyft. Our team members, who uphold our principles and live our mission every day, are at the forefront of cultivating and spreading this culture across the drivers, riders, and communities we serve. This continuous interaction across the entire Lyft community creates a virtuous cycle that further reinforces our culture and fuels our growth.

We envision a world where cities feel intimate again and where transportation and technology bring people together. This all starts by taking care of our team members.

In 2018, Lyft was honored as the top startup in the U.S. by LinkedIn, which evaluated companies for employment growth, engagement, job interest, and attraction of top talent. In 2018, we became the youngest company to be chosen as one of the Best Places to Work for LGBTQ Equality by the Human Rights Campaign. In addition, for the past three surveys, Lyft has maintained a score of 100 out of 100.

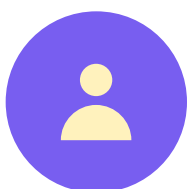
Consistent with our values, Lyft provides our employees with meaningful opportunities to be heard and also respects their freedom of association, their rights to self-organize and bargain collectively, and also their rights to refrain from such activities. We notify team members that they are not prohibited from discussing their wages, hours or working conditions, or otherwise engaging in protected concerted activity under Section 7 of the National Labor Relations Act.



INCLUSION AND DIVERSITY

From day one, our approach to inclusion and diversity at Lyft has been designed to be holistic. We want to be intentional about weaving these values into every aspect of our operations and thoughtful about designing initiatives that will make the greatest possible impact.

Our Four I&D Pillars:



Workforce



Workplace



Marketplace



Accountability

Our work starts with our workforce. Our team members are our greatest strength and most valuable resource, and we believe that achieving more **diversity in workforce representation** is an important priority. We are a company with a diverse customer base, and the more our workforce reflects that diversity, the better we can serve our customers, ultimately making our business stronger.

That's why we work to recruit, develop, retain, and promote Women, Black, and Latinx team members and executives, providing them with as many opportunities as we can to begin and advance their careers here at Lyft.

We also want to be a great place to work — for *everyone*. So, **workplace equity** is not just a value, but a core policy commitment, one to which we hold leaders at every level accountable. We've worked hard to foster a **culture of inclusion**, and empowered team members to drive the conversation through impact-driven Employee Resource Groups.

Looking outward, we try to bring these same values to **our presence in the marketplace**. It's important to us that we be a trusted brand for riders, drivers, business partners, potential hires, and the communities where we operate. We always want to interact with the world in a way that communicates clearly the importance we place on these priorities.

This year, in particular, we've found ourselves confronting the question of what it means to be a successful, responsible company in a world where injustice is still far too prevalent. How can we take these core values — inclusion, diversity, respect — and **apply them to the world outside our organization?**

To help answer this question, we've endeavored in 2021 to focus more attention on our **external efforts to promote racial equity**. We see ourselves as part of the communities we serve, and we feel we cannot, and must not, shy away from being part of the solution to systemic racism.

These are our intentions, and we must measure ourselves by our impact. That's why, whether it's within our workplace or out in the community, **accountability is always at the core of our commitment**. We continue to build accountability metrics to ensure we are delivering on hiring, and making our I&D work not just a core value, but a formal element of our business plan.

For more information on Lyft's strategy and progress, please refer to our [2020 Inclusion, Diversity, and Racial Equity Report](#).

EMPLOYEE RESOURCE GROUPS (ERGS)

Employee Resource Groups (ERGs) are critical assets in our Inclusion & Diversity work. They comprise culture influencers, strategic partners, and incubators for emerging talent. Despite the challenges imposed by the move to virtual events, ERGs were able to lean on our internal communications platforms to help tell their stories, amplifying their impact while creating the opportunity to strengthen and build meaningful connections.

This year, one of the overarching themes for ERG events was to **intentionally highlight intersectionality within each community.** For example, we hosted inclusion circles that talked about the Afro-Latinx experience. We invited an external speaker to talk about what it's like to be a parent with a disability. We held a panel that highlighted the diverse experiences of Asian communities in the age of COVID-19 and unpacked anti-Asian racism and xenophobia. We will continue to hold these events – virtually and, eventually, in person again – in 2021 and beyond.

We currently have nine ERGs:

- **UpLyft Ascend:** Advocates for Asian Pacific Islander identities at Lyft and facilitates professional growth in the workplace and beyond.
- **UpLyft Forward:** Encourages professional growth across all offices and builds an inclusive environment by increasing and supporting the presence of Black workers in tech.
- **LyftOut:** Promotes diversity and creates positive change through advocacy, communication, empowerment, inclusiveness, and respect, while representing and supporting the LGBTQ+ community.
- **UpLyft Parents:** Fosters a supportive network and culture for Lyft caregivers, whatever form they take.
- **UpLyft Tech:** Empowers those who are underrepresented in tech by investing in developing our team members and advising leadership on ways to reduce bias.
- **UpLyft Together:** Focuses on mental and personal wellness, diverse abilities, and accessibility of all services, tools, and resources.
- **UpLyft Unidos:** Unites Lyft team members who are passionate about advocating for the success and advancement of Latinx, Hispanic, and Spanish-speaking individuals at Lyft, in tech, and in the larger community.

- **UpLyft Veterans:** Fosters community among military veterans and their families, as well as advocating for advancing veterans into careers in tech.
- **UpLyft Women:** Strengthens, empowers, and encourages advocating all women at Lyft by providing opportunities to promote leadership, cultivate professional and personal growth, and build connections through partnerships and community outreach.

WORKFORCE REPRESENTATION

We began 2020 with ambitious plans for continuing to grow and diversify our workforce. But the year had other ideas. The COVID-19 pandemic took a heavy toll on the entire economy, and our company, like so many others, felt the impact. We were forced to make difficult decisions, including some that led to us falling short on some of our inclusion and diversity goals. Even in the face of these strong headwinds, our commitment to these values never wavered, and we still have exciting progress to share.

Workforce Representation: A Top Priority

Increasing Black, Latinx, and Women representation remains at the core of our workforce strategy. Although the restructuring actions we took, which were made necessary by the pandemic, impacted our hiring aspirations, we remained mindful of our commitment to workforce diversity as we navigated the headwinds of this difficult year. Our focus on initiatives that support diverse representation helped to avoid disproportionate losses among key target groups.



We were also proud to host the most diverse intern class in Lyft history, one from which more than 4 in 5 new hires identified as Women, Black, or Latinx.

Additionally, many of our initiatives, from our “Rooney Rule 2.0” to our partnerships with organizations that support emerging talent in communities of color, proved effective even in a difficult business environment.



ROONEY RULE 2.0

Director+ roles have one woman and one Black or Latinx candidate on the candidate slate.

Where We Fell Short in 2020

We began 2020 with ambitious plans to continue growing and diversifying our workforce. But COVID-19 and the resulting economic turmoil had a significant impact on our business, and ultimately on our diversity hiring aspirations. We were forced to adjust our hiring forecasts, meaning we had fewer opportunities to bring in new talent. And the restructuring actions we implemented to reduce operational expenditures led to workforce reductions in areas of our business, like Global Operations, where our efforts toward increasing diverse representation had previously been most effective.

Despite these disruptions, we still wanted to minimize the impact on our long-term workforce representation strategy. We launched new initiatives like our revised “Rooney Rule 2.0,” hosted opt-in internal focus groups with team members self-identifying as two or more racial identities to inform how we capture and report intersectional workforce data, and we formed new partnerships with organizations like Techqueria and Blavity/AfroTech to keep the talent pipeline open and flowing.

The end result was that, while we didn’t meet the hiring goals we set before 2020 began, we were able to prevent disproportionate impacts on our key targets, with representation among Women, Black, and Latinx communities experiencing less than 5% variance from 2019 levels. And we believe that, in what we hope will be a more hospitable business environment in 2021, the initiatives we relied on to weather the storm of 2020, along with others described in this section, will put us back on track to make up for lost time regarding these hiring aspirations.

ETHNICITY (U.S. ONLY) – 2019 VS. 2020 & YEAR-OVER-YEAR CHANGES

	American Indian or Alaska Native, Native Hawaiian, or Other Pacific Islander			Asian			Black or African American			Hispanic or Latinx			Two or More Races			White		
	2019	2020	YoY	2019	2020	YoY	2019	2020	YoY	2019	2020	YoY	2019	2020	YoY	2019	2020	YoY
Overall	0.7%	0.7%	0.0%	26.3%	30.2%	3.9%	9.0%	7.6%	-1.4%	9.6%	9.6%	0.0%	4.5%	4.6%	0.1%	49.9%	47.3%	-2.6%
Tech	0.4%	0.4%	0.0%	47.0%	49.6%	2.6%	2.6%	2.1%	-0.5%	5.2%	5.5%	0.3%	3.0%	3.6%	0.6%	41.8%	38.8%	-3.0%
Business	1.0%	0.7%	-0.3%	20.4%	22.6%	2.2%	7.6%	8.6%	1.0%	8.0%	9.1%	1.1%	5.0%	5.9%	0.9%	58.0%	53.1%	-4.9%
Operations	0.9%	1.1%	0.2%	8.2%	8.9%	0.7%	17.6%	14.9%	-2.7%	16.1%	16.6%	0.5%	5.6%	4.6%	-1.0%	51.6%	53.9%	2.3%
Leadership Overall	0.0%	0.7%	0.7%	22.1%	20.2%	-1.9%	4.8%	5.4%	0.6%	2.7%	3.7%	1.0%	1.4%	4.0%	2.6%	69.0%	66.0%	-3.0%
Tech Leadership	0.0%	1.1%	1.1%	27.2%	27.2%	0.0%	0.0%	1.1%	1.1%	3.3%	6.5%	3.2%	2.1%	3.3%	1.2%	67.4%	60.8%	-6.6%

GENDER – 2019 VS. 2020 & YEAR-OVER-YEAR CHANGES

	Gender (U.S. Only)						Gender (Global)					
	FEMALE			MALE			FEMALE			MALE		
	2019	2020	YoY	2019	2020	YoY	2019	2020	YoY	2019	2020	YoY
Overall	39.7%	39.2%	-0.5%	60.3%	60.8%	0.5%	39.1%	38.9%	-0.2%	60.9%	61.1%	0.2%
Tech	22.8%	24.8%	2.0%	77.2%	75.2%	-2.0%	22.8%	24.3%	1.5%	77.2%	75.7%	-1.5%
Business	57.3%	55.7%	-1.6%	42.7%	44.3%	1.6%	57.0%	55.6%	-1.4%	43.0%	44.4%	1.4%
Operations	42.4%	41.9%	-0.5%	57.6%	58.1%	0.5%	42.3%	41.8%	-0.5%	57.7%	58.2%	0.5%
Leadership Overall	36.7%	36.4%	-0.3%	63.3%	63.6%	0.3%	35.9%	36.3%	0.4%	64.1%	63.7%	-0.4%
Tech Leadership	16.3%	12.0%	-4.3%	83.7%	88.0%	4.3%	15.8%	12.0%	-3.8%	84.2%	88.0%	3.8%

- Data is from November 2019 and November 2020, respectively.
- Only U.S. workforce, except for Gender Global.
- Leadership data includes IC level 8+ and director-level and above.
- The tech org includes the following functions: Engineering, Data Security and Privacy, Design, Product, Science, and Technical Program Management.
- The business org includes the following functions: Business Development, Communications, Executive Leadership Support, Finance, Global Supply Management, Growth Marketing, IT, Legal, Marketing, Office, People, Program & Project Management, Public Policy, Risk Solutions, Sales, Talent Acquisition.
- The operations org includes the following functions: Safety and Customer Care, Data Analytics & BI, Operations, Growth Operations and Service & Mechanics.
- Data points have been rounded to the nearest tenth of a percentage point.
- Employees who selected "Not Disclosed" have been excluded from this table. As of November 2020, Ethnicities "Not Disclosed" is less than 2% of total U.S. Employees and Gender "Not Disclosed" is less than 1%. Internationally, Gender "Not Disclosed" is approximately 15%, not including U.S. Employees.
- Ethnicity aligns with EEO-1 categories. While these categorizations are limiting, we're using them for reporting purposes because they comply with U.S. government requirements. See our [EEO-1 report](#) for more information.
- Gender aligns with EEO-1 categories. We acknowledge that these categorizations are limiting, but encourage all employees who identify as gender non-conforming or nonbinary to self-identify as such. This data provides key information, which directly informs our I&D policies. See our [Gender Inclusion & Affirmation Policy](#) for more information.

Building a Diverse Talent Pipeline

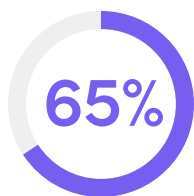
A more representative workforce requires an intentional and comprehensive effort to reach and recruit outstanding candidates, develop talent internally, and open up pathways for advancement. In 2020, we developed and launched several programs to support those goals, including:

Early Talent Access (ETA) Program

The ETA Program, launched in 2019, is a multi-step interview preparedness program conducted in partnership with Historically Black Colleges and Universities (HBCUs) and Hispanic-Serving Institutions (HSIs). Conducted entirely virtually, the program is aimed at giving underrepresented students in tech the tools necessary to successfully complete the Lyft internship interview process. Each month, students attend a virtual information session, followed by a mock interview and a Q&A and feedback session, both with a Lyft engineer. The success of this program is reflected not just in the experiences of the students who participated, but in the data: We've had record diversity among our classes of interns and new hires.

Internships

Early on in the pandemic, as businesses trimmed their sails against the incoming headwinds, we made it a priority to protect one of our most effective tools in building a more diverse talent pipeline: our Internship Program. Working with our partners at HBCUs and HSIs, we scrambled to convert the program into an entirely virtual one on almost no notice. We shipped 177 laptops across the U.S. and around the world to ensure that our interns would be ready to go on Day 1. And we found new projects for those whose teams were impacted by our workforce reduction.



In 2020, 65% of our interns identified as Women, Black, and/or Latinx — the most diverse intern class in Lyft's history. Meanwhile, our focus on increasing diversity in our internship program paid dividends when it came to new hires: 81% of hires from the internship identify as Women, Black, and/or Latinx.

Our Partners



Partnerships for Candidate Preparation

To help candidates from diverse backgrounds advance through our interview process from technical phone screens to on-site interviews, we've expanded our interview prep materials. In some tech departments, we're recording mock interviews between Lyft employees and sharing externally so candidates can effectively prepare for their technical phone screens, with the goal of supporting diverse talent within the interview process. Such efforts to build a diverse talent pipeline require collaboration and cooperation. This year, we partnered with organizations like **Techqueria, Latinas in Tech, Nextplay, SHPE, Anita B, Blavity/ AfroTech, and Pursuit**, working alongside them to offer Black and Latinx professionals networking and skills development programs. These partnerships have led not just to a number of successful events **but to more applications from Black and Latinx candidates and better interview readiness scores.**

Executive Recruiting

Although many of our efforts focus on building a pipeline for future leaders, we've also made an intentional effort to recruit outstanding candidates from diverse backgrounds for executive positions. We established a "Rooney Rule" – borrowed from the world of professional sports – which states that we should aim to have at least one Woman or one Black/Latinx candidate included in every on-site interview slate. This was a good first step – but in 2020, we doubled down, establishing the "Rooney Rule 2.0." **Our new policy: We will interview at least one Woman and one Black/ Latinx candidate for each Director and above position.**

Meanwhile, our Executive Recruiting team worked with Black and Latinx leaders at the Director level and above to improve our efforts at nurturing and tracking executive talent over the long term. The result: a **high-touch executive referrals process** designed to make sure that executives of color have access to referrals, networking opportunities, and other resources to support them as they further develop their careers.

Sponsorship and Mentorship

This year, we officially built mentorship into the workflow of our people managers. Our workforce is a critically important resource, and we want to protect our investment in our people by making sure every team member has the opportunity, and proactive support from their manager, to plan their career path and develop relationships with senior leaders.



Black and Latinx leaders at the Director level and above can participate in a new 9-month sponsorship program launched by the executive leadership team.



All other team members are paired with mentors at the Manager level.



Team members immediately below the Director level are personally sponsored by a Director or Vice President.

This is a multiyear effort to accelerate the progression of diverse talent, and we expect to see significant impact over time.

Other Retention and Development Initiatives

While many of these programs are company-wide, we are also encouraging the various elements of our business to take the initiative in developing programs of their own. For example, in May, our Engineering operation launched a pilot program called the **Equitable Development Initiative (EDI)**, which offers sponsorship, coaching, and other career development resources to Women, Black, and Latinx engineering team members.

We look forward to more such programs coming online in 2021, and we will continue looking to our team members for creative, impactful ideas. This summer, we hosted a series of listening sessions and inclusion circles for various segments of our workforce, accelerating these efforts to develop and launch targeted initiatives. We'll keep listening – and acting.

TAKING ACTION IN THE MARKETPLACE

Equity and Inclusion in Product Design

At Lyft, we endeavor to weave the values of inclusion and diversity into every aspect of our operations – including product design. That process starts with understanding the lived experiences of our users.

For example, our Transit, Bikes, and Scooters team is piloting an Equity & Inclusion Review in its development process to serve as a gate – allowing the team to think through whether a new feature may cause disparate outcomes among users and identify opportunities to advance equity by better serving under-resourced users and communities.

This work goes beyond simply striving to avoid discrimination on the basis of gender, race, age, or other characteristics. The team – including product managers, designers, scientists, engineers, and others – proactively works to identify vulnerable audiences who might face different constraints and difficulties. This helps us to ask questions like:

- How can we better serve the millions of Americans who don't have a bank account, or a credit card, or a smartphone?
- How can we improve the experience for a rider from a low-income community who struggles to plan trips on her phone because features like map loading are difficult to use on her limited and low-speed data plan?

- How can we be more inclusive of riders with different body types – for example, a rider who is smaller and often finds bikes too large and uncomfortable to ride?

The ultimate goal of this process is to turn our values of equity and inclusion into tangible solutions – and, to do so, team members across our company are developing innovative ways to weave our values of equity and inclusion into their work.

Taking a Stand Against Harmful Behavior

We've worked to become more purposeful in recognizing racist or discriminatory behaviors that occur off-platform or on social media. That behavior makes our platform less safe, and we're taking necessary action to remove members of the community who engage in it. Additionally, in July, we kicked off a Community Equity Council to identify and improve or replace customer support and safety policies that may unfairly impact underrepresented communities.

Supplier Inclusion

We recognize the power of our supplier spend and the potential to provide opportunities to diverse (Minority-, Woman-, LGBTQ-, Veteran-, and Disabled-owned) and small businesses. We have always viewed our suppliers as an extension of our team, so it's important that the suppliers we work with reflect our company values and the communities where we operate. We launched a new Supplier Inclusion Program designed to bring more diverse and small businesses into our supplier portfolio. We want to provide equal footing for these businesses and equal opportunities to partner with us as we procure goods and services. We believe this initiative will not just help bring different perspectives to our work, but it will also promote innovation and drive competition while directly supporting a more diverse group of business partners. We launched [lyft.com/suppliers](https://www.lyft.com/suppliers) and <https://www.lyft.com/suppliers/inclusion>, creating a new pipeline for companies interested in becoming Lyft suppliers. We aim to use this pipeline to grow our database of small and diverse-owned businesses, with the goal of creating a database of 1,000 companies by the end of 2021 and 2,500 by the end of 2022.

TEAM MEMBER HEALTH AND SAFETY

Across all of our facilities, health and safety are a top priority.

Lyft Facilities

Our Sustainability and Office Operations teams partner closely with our landlords' building management teams to ensure that we are maximizing energy efficiency, minimizing waste, and evaluating all of our common spaces with both sustainability and safety in mind. Lyft's Environmental, Health & Safety Team partners with all facilities to ensure compliance with applicable federal, state, and local regulations, and best practices. We are proud of how our San Francisco, Los Angeles, and Santa Monica locations are powered through 100% renewable energy, which we purchase from CleanPowerSF, LADWP's Green LA Program, and the Clean Power Alliance.

Service Centers and Hubs

Our Service Centers and Hubs are focused on process excellence. This includes processes for Spill Containment and Prevention, waste reduction, equipment maintenance, housekeeping, and safety. We have point-of-use bulk distribution systems for oils and fluids, which reduces packaging to zero and accurately dispenses into vehicles. Our San Francisco Bayshore location has been designated by the San Francisco Department of Public Health as a Clean and Green Facility for our efforts to go above and beyond compliance. Currently, we procure clean sustainable power for our San Francisco office headquarters and San Francisco Service Center.

BENEFITS

At Lyft, our culture is grounded in our core values and we aim to foster a climate where our team members feel supported and can be their best selves.

In the U.S.:

- **Health benefits:** Lyft offers medical, dental, and vision benefits to our full-time team members. All new hires receive a benefits guide during onboarding, so that they can customize plan options that are best for their personal needs and priorities.
- **Mental health:** Lyft sponsors a mental and emotional well-being benefit that connects team members and their dependents with effective and convenient care. This benefit includes the option of seeking care from a licensed behavioral health therapist and mindfulness resources.

- **Death benefit:** Lyft generally provides up to 24 months of COBRA premium payments for dependent(s) to continue health care coverage, if applicable, 2x annual salary, and up to 24 months equity acceleration for time-based vesting (not to exceed \$10 million in value of accelerated vesting).
- **Financial perks:** Lyft's 401(k) plan allows team members an avenue toward planning for their financial future.
- **Lyft Pink:** Lyft offers complimentary membership to Lyft Pink to our full-time team members. Lyft Pink is Lyft's membership program that offers a discount on all Lyft rides, priority airport pickups, bike and scooter discounts, and other perks.
- **Other perks:** Lyft offers periodic on-site well-being initiatives, including flu shots, nutrition and ergonomics workshops, discounted partnerships with fitness vendors, financial advice, and more.

Outside the U.S.:

- **Healthcare:** Lyft aligns with market practice to provide supplemental medical programs when applicable. All new hires receive their programs upon their date of hire.
- **Income protection:** Where applicable, Lyft provides strong life and disability insurance protection for all team members.
- **Retirement:** Lyft offers competitive retirement benefits in countries where there is prevalence toward doing so.
- **Other perks:** In each location Lyft operates, we evaluate market practice to implement valued programming. This includes on-site well-being initiatives to discount partnerships.

WORK-LIFE INTEGRATION

Lyft values team members' time and commitment toward Lyft's mission and values. Benefit-eligible team members are encouraged to take the time they need to help Lyft accomplish our mission. Leave benefits available to eligible team members include:

In the U.S.:

- **Time off:** For our exempt team members, discretionary paid time off is granted. Non-exempt team members have up to 15 days of paid vacation and 72 hours of sick time off each year.
- **Parental leave:** Lyft offers new parents 18 weeks of paid time away. This can be taken all at once or in increments. The policy is equally inclusive of all parents, and applies to biological, adoptive, and foster parents.

- **Military leave:** Lyft provides any team member who qualifies for military leave, military caregiver leave, and military exigency leave 12 weeks of fully paid time away.
- **Medical leave and family care leave:** Lyft provides full-time team members with up to 12 weeks of fully paid time away for their own or a family member's medical needs.
- **Bereavement time off:** When a team member experiences the loss of an immediate family member, Lyft provides team members with two weeks of fully paid time away.
- **Recharge:** Lyft's Recharge Program allows team members who meet certain criteria to take up to three months of continuous time off.
- **Flexible schedules:** We understand that sometimes circumstances require individuals to work remotely or with alternative schedules. Depending on the needs of the team member as well as the business, Lyft has permitted team members to work remotely and/or on a flexible schedule.

Outside the U.S.:

- **Time off:** Lyft reviews benchmark data and offers competitive time off and holiday programming in each country.
- **Parental leave:** Lyft offers new parents 18 weeks of paid time away. This can be taken all at once or in increments. The policy is equally inclusive of all parents, and applies to biological, adoptive, and foster parents.
- **Bereavement time off:** When a team member experiences the loss of an immediate family member, Lyft provides team members with two weeks of fully paid time away.

TRAINING AND HUMAN CAPITAL DEVELOPMENT

At Lyft, we're focused on cultivating an environment where we continuously learn, innovate, and make it happen together. We encourage our workforce to grow their careers and feed their curiosity with access to cutting-edge learning tools and resources. As part of our efforts to invest in our workforce, Lyft offers a wide range of training opportunities for all team members, people managers, and executives. Below is a Q1 2021 virtual workshop overview for all team members and people managers. Many more development resources are available to Lyft team members via our Learning Management System Docebo as well as Udemy for Business.

For All Lyft Team Members

- For team members at all levels, we offer career development workshops including career exploration, giving and receiving feedback, building influence, mitigating conflict, and increasing emotional intelligence.
- We also have workshops focused on communication and language, such as presentation and writing skills, leading effective meetings, and ESL-related professional development.
- To promote a greater understanding of our inclusion and diversity efforts, we offer workshops such as Inclusion Circles, DEI 101, Unconscious Bias, and Interviewing at Lyft.
- We continue to expand our training offerings based on team member interest. Topics range broadly from personal skill development, like time management and resiliency, to functional workshops on Excel, GMAT Prep, and more. Much of that content is made available to all team members via Udemy for Business.

For All Managers

- Managers at Lyft participate in a virtual manager onboarding to get a solid start with the tools and resources they need, including an Onboarding Resource Guide as a reference for their first few weeks.
- Continued development opportunities include workshops such as our new manager program, inclusive management, and coaching, among many others.
- Beyond live virtual workshops, we offer on-demand content and guides, as well as peer-to-peer learning experiences.
- Managers can also find content to run their own team development and off-site sessions. Examples include team dynamics and communication, vision-setting, and brainstorming.

2020 MANAGER DEVELOPMENT

Navigating your journey as a manager



Workshops, such as:

- Emotional Intelligence
- Managing Uncertainty with Resilience
- Career Convo for Managers

Manager Circles, including:

- Creating Psychological Safety
- Delegation for a Win-Win
- Managing Remote Teams
- Managing Up Without Sucking Up

Self-Service Opportunities, for example:

- How to Manage Difficult Conversations (Udemy)
- Feedback Skills Video Series (Continu)
- Emotional Intelligence at Work (EdX, free to audit)

Director+ Programs

- Director Transitions is an onboarding process for newly hired Lyft team members at the director level. Directors learn strategies to build credibility and reduce ramp-up time by 40%.
- Amplify is a flagship leadership program designed specifically for Lyft directors. It is a 4-week immersion program dedicated to developing directors as successful leaders at Lyft.
- Director Electives are 90-minute virtual sessions led by internal executive development practitioners, and are designed to hone a director's skills around a critical leadership skill.
- Director Peer Learning Groups provide an intimate setting for leaders to discuss hot topics and share best practices on how to navigate sticky situations.

Ensuring Security & Privacy

To fulfill our mission of improving people's lives with the world's best transportation, we must ensure that riders and drivers trust us to use data and personal information responsibly. We work hard to earn and keep that trust by investing in cybersecurity and data privacy.

CYBERSECURITY - DETECT, ENABLE AND PROTECT

Lyft's multifaceted cybersecurity effort is led by our Security & Privacy Team dedicated full time to security and privacy. This team supports the assessment and mitigation of cybersecurity business risk across Lyft in partnership with cross-functional company stakeholders.

In the ever-changing landscape of cybersecurity threats, Lyft's security team is responsible for building safeguards and detecting and responding to such threats while enabling the business to thrive. We continually monitor and validate critical assets to improve our protection.

Our security principles and workstreams align with the NIST Cybersecurity Framework, which we currently use to assess our security posture:

- 1. Identify:** Developing an organizational approach to focus and prioritize efforts regarding management of cybersecurity risk to systems, people, assets, data, and capabilities
- 2. Protect:** Supporting the ability to proactively protect Lyft systems and data

- 3. Detect:** Monitoring and other activities aimed at identifying possible cybersecurity events
- 4. Respond:** Responding to, containing, and resolving potential cybersecurity events that are identified
- 5. Recover:** Maintaining plans for resilience and restoration of any capabilities or services that were impaired due to a cybersecurity event

In addition to these focus areas, our information security team works to ensure Lyft team members have the appropriate training and awareness to understand how to avoid, detect, and report cybersecurity threats.

PRIVACY

We rely on data to help riders and drivers get where they need to go, and we work hard to protect their privacy at all times, guided by these core principles:

- 1. Trust:** Trust drives us forward, and respecting our users' privacy is key to gaining and keeping that trust. We work to build privacy into what we do and implement safeguards to protect their personal information.
- 2. Privacy:** We don't sell our users' personal information. We use it to help provide them with a reliable transportation platform.
- 3. Transparency:** We tell users about the personal information we collect, how we use it, and how we share it.
- 4. User Control:** We strive to give users control and choices regarding data.

We have a team of experienced analysts and software engineers dedicated full time to privacy working to ensure that personal information is properly handled at all times. The team develops policies, processes, and technical infrastructure to support our Privacy by Design philosophy, mitigate privacy risk, and ensure we continue to honor our privacy commitments. Read more about our policies here and our approach to privacy here.

In addition to protecting our users' privacy, we have actively participated in efforts to advance conversations around consumer data and privacy. We have advocated for a single, national privacy framework that would ensure Lyft users are protected consistently no matter what state they live in, and served in leadership roles in several coalitions designed to develop principles and best practices for the use of mobility data.



SECTION FOUR

Corporate Stewardship and Governance

Lyft has always sought ways where we can do the right thing, while also improving the business. Governance is a tool to ensure our management team is implementing processes and taking ethical actions to advance our mission and business strategy goals. We expect our company to conduct business ethically and with a high level of integrity. There are a number of key areas of governance that we continue to enhance and programs we have in place to mitigate risk.

Our Board

A majority of our board members are independent of Lyft and its management as determined under the rules of the stock exchange on which our stock trades. An outside independent director serves as our Chair, and only independent directors serve on and chair the audit committee, the compensation committee, and the nominating and corporate governance committee of our board of directors. In evaluating director candidates, our nominating and corporate governance committee considers a wide range of factors, with an emphasis on diversity (gender, race, ethnicity and experience, area of expertise, as well as other individual qualities and attributes that contribute to the total diversity of viewpoints and experience represented on the board of directors). We currently have three female board members, representing more than one third of our board.

CODE OF BUSINESS CONDUCT AND ETHICS

Our board of directors has adopted a Code of Business Conduct and Ethics that applies to all of our team members, officers, and directors, including our CEO, CFO, and other executive and senior financial officers. In addition, our board of directors has adopted Corporate Governance Guidelines that address items such as the qualifications and responsibilities of our directors and director candidates, including independence standards and corporate governance policies and standards applicable to us in general.

Risk Management and Board Oversight

Our board of directors, as a whole and assisted by its committees, has responsibility for the oversight of our risk management framework, which is designed to identify, assess, and manage risks to which our company is exposed, as well as foster a corporate culture of integrity. Our board of directors has tasked its designated standing committees with oversight of certain categories of risk management activities, including:

Audit Committee

- Assists our board of directors in fulfilling its oversight responsibilities with respect to Lyft's major financial risk exposures and the steps management has taken to monitor and control those exposures, including internal control over financial reporting, disclosure controls and procedures, and legal and regulatory compliance
- Oversees our initiatives related to cybersecurity, including prevention and monitoring
- Reviews Lyft's risk management framework and programs, as well as the framework by which management discusses Lyft's risk profile and risk exposure with the board and its committees

Compensation Committee

- Assesses risks relating to our executive compensation plans and arrangements, and whether our compensation policies and programs have the potential to encourage excessive risk-taking
- Oversees and monitors our strategies, initiatives, and programs related to human capital management, including employee diversity and inclusion, talent acquisition, retention and development, employee engagement, and corporate culture

Nominating and Corporate Governance Committee

- Assesses risks relating to our corporate governance practices, the independence of the board of directors, and potential conflicts of interest
- Reviews and considers social responsibility, environmental, and sustainability matters as it determines appropriate and makes recommendations to the Board regarding or taking action on such matters

These committees provide regular reports on our risk management efforts to the full board of directors.

POLITICAL CONTRIBUTIONS

Lyft participates in the political and legislative process by supporting candidates and eligible organizations that have a positive impact on drivers, riders, team members, and the communities in which we operate. We are nonpartisan and support entities of any party who share our priorities and align with our mission and core values, even if we don't agree on every issue. All political contributions are made to promote the interests of Lyft, without regard for the private political preferences of individual team members. Where permissible by law, we support candidates and eligible organizations through corporate contributions and expenditures. We are committed to complying with all laws, rules, disclosure requirements, and campaign finance regulations relevant to our political activity and engagement with public officials.

COMMITMENT TO HUMAN RIGHTS AND ETHICAL BUSINESS

Lyft remains committed to promoting and upholding human rights and ethical business practices. Lyft's external initiatives and internal policies demonstrate this commitment.

Internal

Lyft maintains an Equal Employment Opportunity policy that prohibits discrimination, retaliation, and harassment against team members on any of the following bases: race, color, ethnic or national origin, age, religion or religious creed (including religious dress and grooming practices), sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, gender (including gender identity, gender expression, transgender status, or sexual stereotypes), nationality, national origin, ancestry, immigration status, citizenship, marital status, family care status, military service or veteran status, physical or mental disability, medical condition (including genetic information or characteristics, or those of a family member), political views or activity, status as a victim of domestic violence, sexual assault or stalking, or any other basis protected by applicable local, state, or federal laws.

Lyft is committed to managing our affairs consistent with the highest principles of business ethics and corporate governance. Lyft's Code of Business Conduct and Ethics and our employee handbook set forth standards and expectations for promoting a culture of honesty, accountability, lawful behavior, and mutual respect. Lyft's Global Anti-Bribery and Anti-Corruption Policy

implements these standards and provides our team members with specific guidance on how to ensure integrity in our business and third-party relationships. Vendor-sourcing practices prioritize women and minority-led businesses as vendors whenever possible.

All Lyft team members are required to take annual sexual harassment prevention training. The majority of trainings are live, interactive, and cover not only what constitutes unlawful and/or inappropriate sexual harassment (and other forms of harassment), but also how such prevention aligns with Lyft's corporate values, as well as strategies for prevention and allyship.

Lyft established our confidential incident-reporting portal in September 2017 and relaunched it in June 2020 as our Compliance & Ethics Hotline (the "Hotline"). The Hotline provides another channel through which concerns, complaints, and other protected conduct (including, but not limited to, whistleblower-type complaints) may be reported. The Hotline is managed by an independent third-party vendor to ensure anonymity, where it is requested and legally permissible. The Hotline is accessible from anywhere in the world via internet or telephone and includes live operators who speak the local languages of the countries in which we have offices. The Hotline is linked in our Code of Business Conduct and Ethics and other key policies, is referenced in our anti-harassment and anti-corruption trainings, and is prominently featured on our intranet. The Hotline is also linked in our Supplier Code of Conduct and is accessible to vendors and partners.

Platform

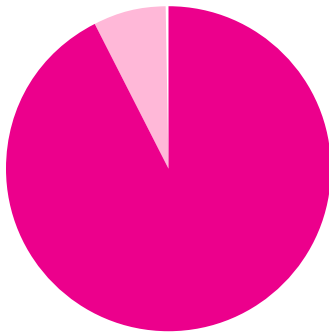
Lyft has community guidelines for our platform to encourage positive and appropriate behavior during rides.⁶⁶ In addition, we educate drivers on sexual assault prevention as well as how to recognize potential human trafficking and take relevant actions. Lyft also has formal trainings in place for customer service agents on how to effectively respond to potential human rights violations happening on our platform, such as sexual assault or human trafficking.

We realize that the programs and policies we have in place may not completely address the changing needs of our business. We have established a management ethics committee with several working groups to continuously enhance our programs and to provide a forum for discussion of ethical issues that arise in our operations and from our workforce.



Appendix

Lyft's Footprint



	Scope 1: 0.07%
	Scope 2: 0.04%
	Scope 3 Rides: 92.4%
	Scope 3 Non-Rides: 7.5%

Lyft GHG Emissions Inventory	2019 Location-Based	2019 Market-Based	2018 Location-Based	2018 Market-Based
	metric tons CO ₂ e	metric tons CO ₂ e	metric tons CO ₂ e	metric tons CO ₂ e
Scope 1 Emissions	1,743	1,743	132	132
Natural Gas Consumption	1,743	1,743	132	132
Scope 2 Emissions Location-Based	10,537	-	3,145	-
Purchased Heating	992	-	674	-
Purchased Electricity	9,545	-	2,471	-
Scope 2 Emissions Market-Based (net)	-	992	-	1,635
Purchased Heating	-	992	-	674
Purchased Electricity	-	5,343	-	1,654
Purchased Electricity (applied RECs)	-	-5,343	-	-693
Scope 3 Emissions	2,329,681	2,329,681	1,798,193	1,798,193
Air Conditioning Refrigerant Leakage	1,537	1,537	452	452
WeWork Natural Gas, Electricity, and Refrigerant	994	994	180	180
Purchased Goods and Services	94,332	94,332	61,839	61,839
Purchased Goods and Services (Web Hosting)	26,291	26,291	48,306	48,306
Fuel and Energy Usage	3,239	3,239	662	662
Waste Generated in Operations	12,214	12,214	5,619	5,619
Business Travel	21,810	21,810	13,464	13,464
Employee Commuting	12,750	12,750	6,290	6,290
Transportation and Distribution (TBS)	2,006	2,006	234	234
Use of Sold Products (Consumer Rentals)	481	481	-	-
Use of Sold Products (Rides)	2,154,027	2,154,027	1,661,147	1,661,147
Total GHG Emissions	2,341,961	2,332,416	1,801,470	1,799,960
Carbon Credits applied to Scope 1, 2, 3 Emissions		-2,332,416		-1,294,004⁶⁷

Footnotes

- 1 In response to the COVID-19 pandemic, we paused Shared rides across all of our markets as a precautionary safeguard for both drivers and riders using the Lyft platform in March 2020. We will continue to monitor the ongoing situation and begin relaunching Shared rides based on official guidance from federal and local health authorities.
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