

2022

Environmental, Social, & Corporate Governance Annual Report



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 Quarterly Report on Form 10-Q for the quarter ended June 30, 2022, and our other filings with the Securities and Exchange Commission. 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.



Introduction



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Rooted in a big mission: A letter from our founders



A world built around people, not cars. This is one of Lyft's most powerful ideas: cities defined by public spaces that bring us together, not pavement and parking spots. Creating the transportation system that enables this is a big and long-term challenge—and it's the one we wake up excited to work on every day.

Our team operates with an authentic mission to improve people's lives with the world's best transportation. This mission shows up in a hundred different ways in the cities and communities we serve: in the ways we bring people together socially, offer economic independence, and take care of our planet. We work to meet each of these moments with integrity, humanity, and hospitality.

We're proud of the progress we made in 2021:

- As offices, restaurants, and schools reopened, we gave riders access to affordable and reliable transportation.
- A historic number of drivers turned to electric vehicles to lower costs and keep more of their earnings. As part of our commitment to reduce emissions and achieve 100% of electric vehicles on our network by 2030, we transitioned half of our driver rental rides to hybrid vehicles.
- Bikes and scooters are wildly popular and continue to make transit systems more resilient. Our acquisition of PBSC Urban Solutions added 70,000 bikes in over a dozen countries to our existing fleet of 90,000 bikes and scooters in partner cities across the United States. Ebikes specifically were in high demand as riders reached for bikes instead of their cars on shorter trips.
- We released our first Community Safety Report detailing the most serious safety incidents reported to Lyft. As part of our efforts to make every ride as safe as possible, the report also details our investments in new features and partnerships to prevent, intervene in, and mitigate safety incidents.
- As new laws across the country severely restricted a woman's right to choose and threatened to punish rideshare drivers, we committed to covering 100% of legal fees for drivers sued under these laws and donated \$1 million to Planned Parenthood.
- We continue to advocate for driver independence and flexibility through public engagement. We want to work with lawmakers to develop good policy, because having a reliable, flexible way to earn is an important lifeline for millions of people.

Our board of directors regularly evaluates our environmental, social, and corporate governance policies to make sure they fit into our strategy to drive long-term stockholder value and align with our core values. Lyft operates on the belief that the two are intrinsically linked—letting our values guide our actions isn't just the right thing to do, it's good for business.

John & Logan

Our mission

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

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

About this report

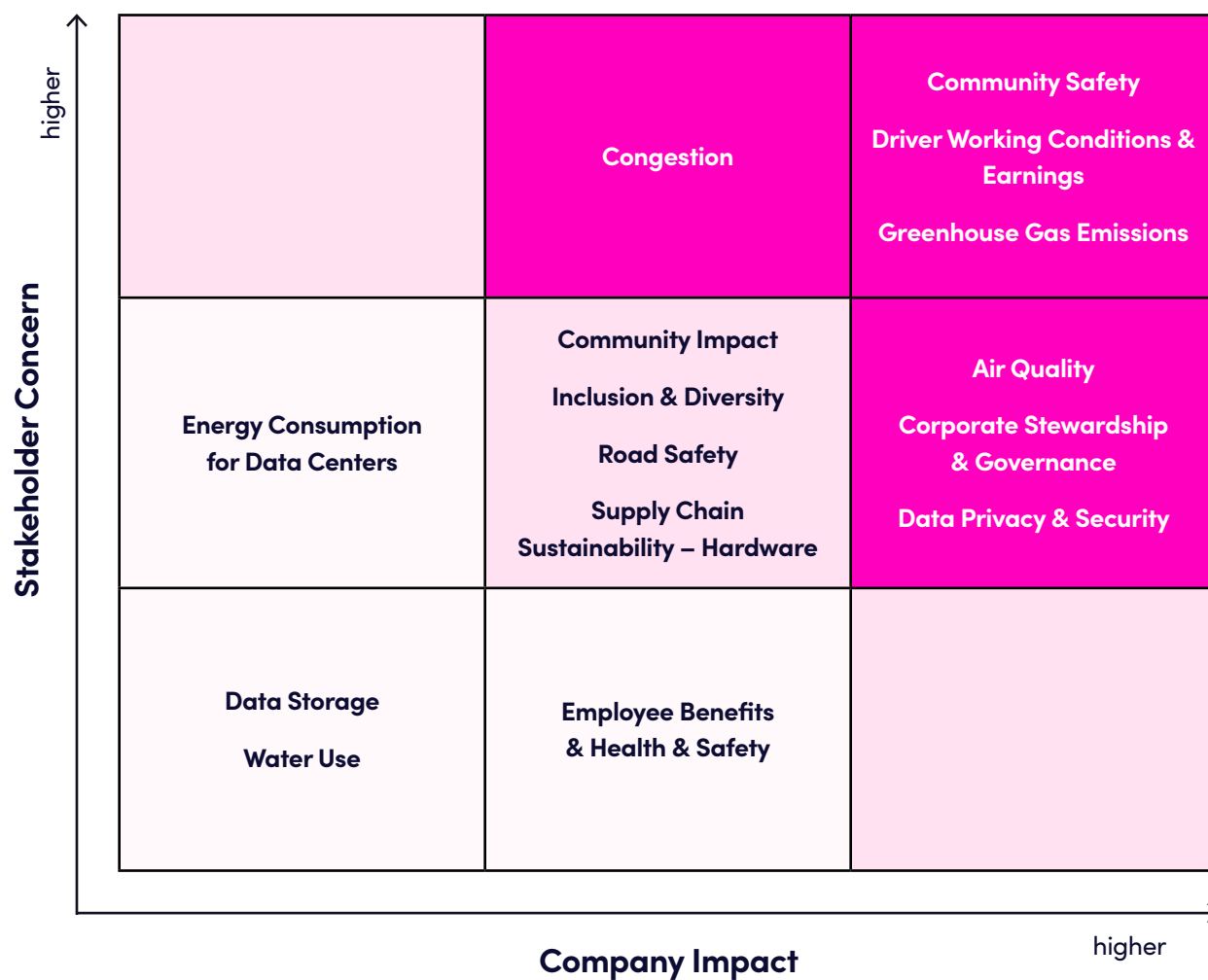


This Environmental, Social, and Corporate Governance (ESG) Report is a public resource for all of our stakeholders. The ESG issues we highlight in the report closely mirror the issues we care most deeply about for society, the environment, and the economy. We believe that focusing on purpose and people isn't just the right thing to do in the short term—it will also have an enduring positive impact on both our business and the communities we serve.

We are committed to reporting on our ESG efforts annually 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 2021.

We have worked with internal and external stakeholders to identify the key ESG topics that are discussed in this report. And while ESG topics can be an expansive category, this report focuses on the ESG areas that are most relevant for our business. Topics within the assessment are listed in alphabetical order.

ESG materiality assessment



Pink shading in the table above represents the level of company and stakeholder impact. The darkest shade of pink is used to capture issues with the highest combination of company and stakeholder impact.

Impacting the lives of drivers

Annually, Lyft publishes our [Economic Impact Report](#),¹ highlighting the way that our business impacts the cities and markets in which we operate. The Lyft platform provides a range of benefits to our communities, like the time and money saved by riders, facilitating additional spending at local businesses, and providing economic opportunities for drivers. Independent analysis found that between November 2020 and November 2021, riders saved over 136 million hours compared with other transportation modes, and the estimated combined market value of that time savings and travel cost savings was \$5.5 billion.² In addition to these savings, 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.³ Importantly, 60% of riders with an annual household income of less than \$25,000 reported 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.⁴



How Lyft helps:



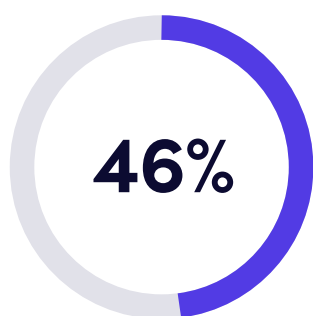
136M

Between November 2020 and November 2021, riders saved 136 million **hours compared with other transportation modes.**^{5,6}

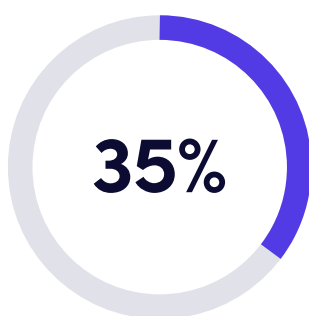


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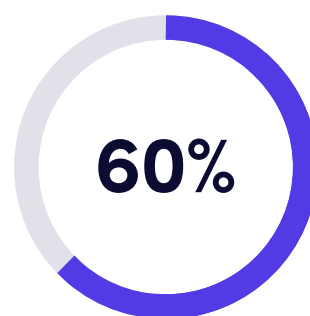
The estimated **combined market value of that time savings and travel cost savings** was \$5.5 billion.⁷



of riders **explore more areas of their city** by using Lyft.



of riders **are more likely to attend community events** by using Lyft.



of riders with an **annual household income of less than \$25,000** reported 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.

Transforming how people work

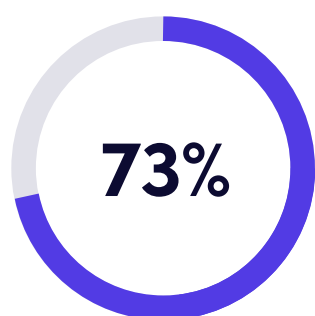
Our vision is to offer a reliable and flexible way for people to earn money in a manner that works for them. We're committed to protecting independence, flexibility, and choice for those who choose to drive on our platform; continuing to prioritize safety for users; and to ensuring our platform remains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



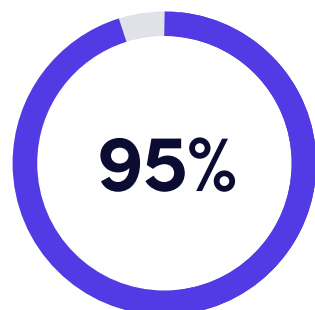
Who drives using the Lyft platform

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:⁸



identify as members of racial and/or ethnic minority groups.



drive fewer than 20 hours per week. These drivers give the majority of rides on the Lyft platform.

35%

speak a language other than English at home. Approximately two-thirds of these people speak Spanish at home.

27%

are over the age of 50.

21%

are female.

7.5%

identify as members of the LGBTQ+ community, compared with an estimated 5.6% of the U.S. population.⁹

8.6%

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

96%

work or are students in addition to driving with Lyft.

57%

routinely provide care for family members or other loved ones.¹⁰



Racial equity for drivers

Learn more about our broader racial equity work on [page 27](#).

Seventy-three percent of drivers using our platform identify as part of a minority racial and/or ethnic group,¹¹ and we work hard to ensure that our racial justice and racial equity programming supports our driver community. A group of diverse team members and allies 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 their rights in the event they're pulled over by law enforcement.

Black and Latinx Driver Community Circles

Since 2020, our Community Engagement Team has hosted community circles to create space for Black drivers nationwide to build community and share the challenges they face and the experiences they've had behind the wheel. These Community Circles create a forum to discuss a variety of topics, including voting rights, entrepreneurship, and community volunteerism. In 2022, we look forward to continuing to expand our Community Circles to support other drivers, such as Latinx drivers.

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 (94%) say this flexibility is very or extremely important to them.¹² **Ninety-five percent of drivers drive fewer than 20 hours per week**—and they provide the majority of rides on the platform.¹³



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, or 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

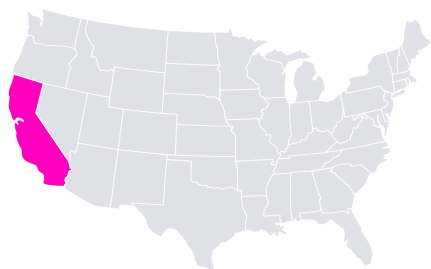
"Lyft gives me the opportunity to financially support myself with the flexibility to pursue my dream job in criminal justice while taking care of my kids and even training for the Boston Marathon."

— EVER BARRERA, MA RIDESHARE DRIVER

Our plans to protect driver independence and flexibility

Current policy efforts around worker classification that fail to protect independent work could destroy the opportunities for people who drive using the Lyft platform. Ninety-two percent of drivers support remaining independent contractors, maintaining the current flexibility they enjoy, and receiving additional benefits, rather than being reclassified as employees.¹⁴ This policy outcome not only aligns with what drivers want, it preserves the existence of their earnings opportunities in a way that reclassification does not. For example, according to a 2019 Beacon Economics analysis, if Lyft were forced to replace independent drivers with full-time employees, it would mean up to 300,000 fewer drivers in California alone.¹⁵ Beacon assessed that many of these losses would be due to the absence of flexibility, on which many drivers rely. This aligns with our own findings: according to our survey results, 66% of drivers would stop driving with app-based platforms if they lost their independence.¹⁶

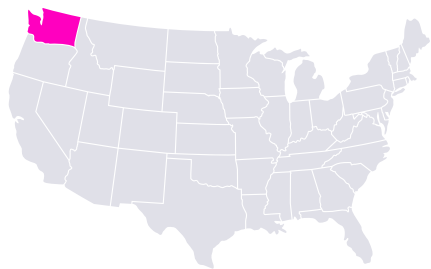
To protect that independence and flexibility, we have built a world-class Public Policy Team that has developed comprehensive strategies that leverage public engagement, government relations, and policy development and research.



Our Public Policy Team has tailored its responses by market to advocate for what drivers want. In California, for example, Lyft was part of a coalition of app-based companies that launched and passed a ballot initiative in 2020 (Prop 22) 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 state 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-platform accident insurance:** Drivers have new occupational accident coverage, including medical and disability insurance benefits.

Research on California drivers shows that they are happy with Prop 22. For example, California drivers using the Lyft network are almost 4 times more likely to say that Prop 22 has been good for drivers like them.¹⁷



In 2022, Lyft helped lead a coalition of industry, drivers, and labor advocates in the state of Washington to craft a bill that would guarantee drivers' independence while providing them with important new benefits. The resulting House Bill 2076 was signed into law in March, making Washington the nation's first state to pass such a bill through the legislature. Like Prop 22, H.B. 2076 provides drivers with minimum earnings guarantees and insurance for on-platform accidents as covered workers in the state's uniquely designed Workers Compensation program. In addition, drivers are provided with paid sick time that is earned and paid in a manner equivalent to employees in the state. The state will commission a study with industry participation on the applicability of state unemployment and paid family medical leave benefits.

In other markets, Lyft's Government Relations Team is working 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.

California and Washington 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. Read more about our vision for the future of work, and Lyft's role in shaping it, [here](#).



Our investment in drivers

Lyft's business model benefits from efforts to ensure people feel fairly paid 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 driven plus any tips or bonuses. Drivers can depend on consistent, reliable earnings and supplement their earnings with bonuses, which are most commonly offered during the busiest times in the busiest locations.¹⁸



Express Drive

We launched Express Drive to increase access to driving on the Lyft platform. Drivers 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 35 cities nationwide. And drivers have expanded access to electric vehicles through Express Drive, offering drivers an opportunity to save large amounts on fuel.



Lyft Direct

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



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 \$2.4 billion in tips.



Express Pay

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



Service Centers

Lyft Service Centers offer comprehensive vehicle services performed by OEM- and ASE-certified technicians and expert mechanics. 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.



Driver Advisory Council

In 2016, Lyft became the first rideshare company to launch a Driver Advisory Council (DAC), a diverse group that serves as a link 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 [drivers who are deaf](#). The DAC program now consists of over 50 members across the U.S. and Canada, and over 380 DAC alumni. DAC members continue to create ways for drivers to connect with one another, with the Lyft team, and with their local communities.



Lyft Rewards

Lyft Rewards is a program that recognizes drivers for their dedication and hard work when the roads are at their busiest. In eligible markets, drivers automatically earn rewards that help them earn more and save on common driving costs. Rewards include exclusive in-app features and discounts on services like gas, roadside assistance, and auto repair.

¹ See the 2022 Lyft Economic Impact Report, available [here](#).

² This analysis was conducted by [Land Econ Group](#) using operational and survey data provided by Lyft.

³ This analysis was conducted by [Land Econ Group](#) using operational and survey data provided by Lyft.

⁴ This analysis was conducted by [Land Econ Group](#) using operational and survey data provided by Lyft.

⁵ See the 2022 Lyft Economic Impact Report, available [here](#).

⁶ This analysis was conducted by [Land Econ Group](#) using operational and survey data provided by Lyft.

⁷ This analysis was conducted by [Land Econ Group](#) using operational and survey data provided by Lyft.

⁸ See the 2022 Lyft Economic Impact Report, available [here](#).

⁹ U.S. data source: Jeffrey M. Jones, "[LGBT Identification Rises to 5.6% in Latest U.S. Estimate](#)," Gallup.com, November 20, 2021.

¹⁰ Caregiving is featured here as an important form of unpaid work that is not only conducted by the majority of drivers on the Lyft platform, but also increases a driver's need to earn with an unpredictable schedule. Unpaid work is identified by the OECD as "the production of goods and services by family members that are not sold on the market" under the condition that "a third person could be paid to do the activity." See "[Society at a Glance 2011: OECD Social Indicators](#)," OECD, 2011, 10.

¹¹ See the 2022 Lyft Economic Impact Report, available [here](#).

¹² See the 2022 Lyft Economic Impact Report, available [here](#).

¹³ See the 2022 Lyft Economic Impact Report, available [here](#).

¹⁴ See the 2022 Lyft Economic Impact Report, available [here](#).

¹⁵ "[How Many Drivers Would Lyft Recruit Under a Traditional Work Arrangement? An Analysis](#)," Beacon Economics, August 2019.

¹⁶ See the 2022 Lyft Economic Impact Report, available [here](#).

¹⁷ See the 2022 Lyft Economic Impact Report, available [here](#).

¹⁸ "[The Driver's Guide to Bonuses](#)," Lyft.

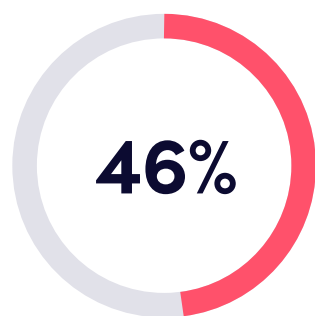
Impacting the lives of riders

Riders of all incomes and identities—especially those who have been historically underserved—rely on the Lyft platform when they need a ride.

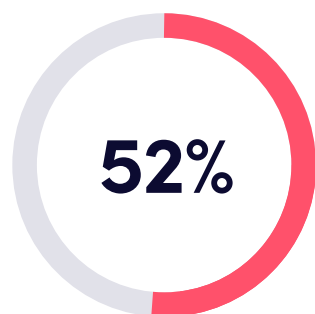


Who rides with Lyft?

Highlights:¹⁹



of U.S. rides start or end in **low-income areas**.²⁰



of riders identify as members of **racial and/or ethnic minority groups**.



3M+

More than an estimated 3 million riders **living with a disability** use the Lyft platform.

16%

of riders identify as members of the **LGBTQ+ community**, compared with an estimated 5.6% of the U.S. population.²¹

82%

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

19%

of riders are **students**.

Lyft in healthcare

Every year, over 5.8 million people miss or delay medical care due to a lack of transportation.²²

We want to help get that number to zero. Lyft Healthcare's mission is to help people lead healthier lives with the world's best transportation.

Lyft has been reimagining the way patients access care since 2016. We partner with healthcare organizations—including health plans, health systems, transportation managers, provider clinics, and government agencies—to reduce transportation barriers to care and improve access to programs that promote overall health. We're helping underserved communities access care, reducing strain on the healthcare system, driving cost savings, and—equally importantly—elevating the patient experience.



Through our 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—we've proved that Lyft is a cost-effective, reliable, and convenient tool to improve health. A study by AmeriHealth Caritas DC showed a 40% decrease in emergency room use thanks to Lyft, while our program with Royal Care Connect resulted in a 73% decrease in no-shows for primary care appointments.²³ Our partnership with Centene resulted in a 75% decrease in wait times (28 minutes to 7 minutes) and a 66% reduction in rider complaints. Four out of 5 participants in our pilot program with the Virginia Medicaid Agency prefer Lyft to alternative transportation options.²⁴

Who uses Lyft in healthcare



9/10

top health systems



9/10

top NEMT managers



Top 10

health plans

Transportation is a key social determinant of health

At Lyft, we see 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 health and well-being services and programs. Transportation plays a huge role in unlocking that access.

Studies indicate that social determinants of health account for at least 80% of health outcomes, while medical care is responsible for only the remaining 20%.²⁵ People who don't have access to transportation are 2.6 times more likely to report multiple ER visits in 12 months and 35% less likely to fill prescriptions following hospital discharge.^{26,27} Transportation is a crucial social determinant of health, but a lack of transportation also exacerbates many other factors—including food insecurity, social isolation, unemployment, and more—which disproportionately affect already underserved communities. Our work is focused on reducing the negative effects of lack of access to healthcare and other health-promoting services. Based on a study with AARP, 90% of seniors who have used Lyft, for example, reported an improved quality of life.²⁸

Non-emergency medical transportation (NEMT) managers and health plans

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



Medicaid Plans

States across the U.S. are modernizing their Medicaid programs to incorporate NEMT rideshare for eligible beneficiaries. For example, Lyft was the first national rideshare company to enroll as an approved Medicaid provider in the U.S. Our platform provides access to rides for eligible beneficiaries in 18 states and Washington, D.C.—increasing access to care for up to 46 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 the Lyft network to get members to medical appointments as well as pharmacies, fitness centers, grocery stores, community events, and more.



Health systems & provider clinics

Lyft partners with health systems and provider clinics to improve access to care for their patients. We offer solutions that improve appointment adherence, reduce patient no-shows, streamline hospital discharge, and improve patient throughput. We're proud of our partnerships with some of the largest health systems and provider clinics in the U.S., including HCA Healthcare, Ascension, ChenMed, and others.

Evolving our healthcare product

As part of our continued commitment to help ensure a lack of transportation does not limit healthcare access, Lyft has upgraded the Lyft Concierge product experience. A key update was Concierge In-App, which allows riders to track rides ordered for them using Concierge and to access Lyft's in-app safety features, which provides for a more seamless pickup experience.

We also recently launched Lyft Assisted, an offering in Concierge for riders who want a little extra help. For a Lyft Assisted ride, the driver can meet the rider at the front door of the home or facility. The driver can provide light assistance to the rider, which may include offering an arm, elbow, or hand for assisting with stability; opening and closing doors; or storing small personal belongings. With our initial launch partners, Lyft Assisted rides resulted in about 20% fewer no-shows than standard Concierge healthcare rides—meaning more patients successfully made it to their medical appointments—and improved overall rider experience, with an average rider rating of 4.99 stars.

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. Through our LyftUp initiatives, we're helping make sure everyone has access to affordable, reliable transportation to get where they need to go—no matter their income or ZIP code.

LyftUp combines our ride equity programs into one collective vision and aims to bridge the most serious transportation gaps across the U.S. and Canada. We partner with leading nonprofit organizations to provide access to free and discounted car, bike, and scooter rides to individuals and families, enabling communities with low transportation access to gain access to healthy food, get to job interviews or to the polls, connect with critical resources in the aftermath of natural disasters, and more.



How our programs work



Lyft builds partnerships with leading national and local organizations, working with these 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.



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 to help increase transportation access for those in need. Over \$29 million has been raised from riders to date.

LyftUp program snapshot

Program Name	Program Overview	Notable Partners	Impact to Date
Jobs Access	Provides access to free and discounted 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.	 	Provided access to 30K+ rides across 24 markets in the U.S. and Canada since 2019.
Grocery Access	Partners with local nonprofits to help get individuals to and from grocery stores that provide healthy food options.		Provided access to 60K+ rides with 20+ partners across the U.S. and Canada since 2018.
Vaccine Access	Works to help provide access to rides to and from COVID-19 vaccine appointments.	 	Provided access to millions of rides and supported over 150 local and national nonprofit partners since the release of COVID-19 vaccines in early 2021, with \$6M+ of support from external corporate partners.
Voting Access	Works to provide access to transportation to the polls.	 	Provided access to hundreds of thousands of free or discounted rides to polling sites during the 2018 and 2020 general elections.
Disaster Response	Aims to make transportation as easy to access as possible in the aftermath of a natural or humanitarian disaster. We provide access to rides to relief shelters and other essential services to those impacted.	  	Since 2019, provided access to relief rides for 30+ natural and humanitarian disasters, including Hurricane Ida, wildfires in California, and the Afghan refugee crisis.

Jobs Access

Lyft's Jobs Access Program aims to close transportation gaps and rebuild communities. The ability to commute to well-paying or skill-matched work is a significant factor in economic mobility.²⁹ During the pandemic, this has been especially crucial for essential and critical workers who are not able to work remotely. For the unemployed and underemployed, access to reliable transportation to a job interview or to the first few weeks of work can mean the difference between successful, long-term employment and a lost opportunity.

Alongside our partners such as United Way and Goodwill, we have provided a way for riders across the U.S. and Canada to receive access to transportation to be able to either find or keep a job. In 2021, we served thousands of job-seekers with discounted or donated rides in over 30 cities.

Jobs Access: Looking ahead

In 2022, we partnered with organizations like Indeed and provided rides in 24 additional cities. This expansion has allowed us to deepen our relationships with national and local nonprofit organizations, as we work together to remove transportation as a barrier to employment for marginalized communities.

Grocery Access

Approximately 23.5 million people in the U.S. live in food-insecure areas.³⁰ To help ensure that transportation is not a barrier to healthy food, Lyft's Grocery Access program provides access to transportation to grocery stores or to other places where food is available. Through our partnerships with local organizations in cities across the U.S., we provide transportation solutions to thousands of individuals by bringing food to people in need and by bringing those in need to food.



Grocery Access: Looking ahead

In 2022, we continued to expand our Grocery Access program with local nonprofits across cities in the U.S. and Canada. As we wrap up our research in 2022 and beyond, we will use these results to better understand how transportation affects health and food access. Our goal is to continue building partnerships that help expand and scale our Grocery Access program to serve more individuals facing food insecurity.

Vaccine Access: Looking ahead

In 2022, we continued to deploy philanthropic rides to combat the omicron variant. As we monitor the evolving landscape around additional booster shots and childhood eligibility, our partners are ready to continue providing transportation solutions to ensure that even the most vaccine-hesitant communities can receive the care they need.

Voting Access

Lyft believes that every citizen who wants to exercise their fundamental right to vote should be able to—regardless of income, ZIP code, or political affiliation. Transportation access should never be a barrier to getting to the polls. In 2016, 14% of nonvoters indicated that transportation was a “major factor” in why they did not vote in that election.³¹ Our Voting Access program seeks to eliminate this barrier by providing access to discounted and free rides for federal elections.

In addition to our work during regularly scheduled elections, we also met needs as they arose. When unexpected races took place after the general election in January 2021, Lyft and its partners activated our Voting Access program to provide access to discounted rides to the polls for federal runoff races in Louisiana and Georgia.

Voting Access: Looking ahead

Continuing our longstanding commitment to reducing transportation barriers to voting, Lyft once again is providing access to donated and discounted rides to the polls during elections.

Through the 2022 LyftUp Voting Access Program, Lyft is doing the following:

- Providing the public with access to discounted rides to the polls on Election Day.
- Donating free or heavily discounted ride codes to nonprofit partners whose communities traditionally face barriers when getting to the polls. Partners included: League of Women Voters, National Federation of the Blind, Warrior Scholar Project, National Council on Aging, Asian and Pacific Islander American Vote (APIAVote), NAACP, and others. These partners are distributing ride codes directly to people whom they identify as most in need of transportation.
- Working with partners like [When We All Vote](#), [Vote.org](#), and the [Civic Alliance](#) to help our riders and team members register and prepare to vote.
- Providing relevant information and guidance to drivers who earn on the Lyft platform about registering to vote on time and when and where to vote during each stage of the election.

Micromobility access³²

Knowing that bikes and scooters are two of the more affordable and sustainable modes of transportation available on 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.

We are continuously expanding our bikeshare systems to reach new neighborhoods, filling gaps in transportation networks, and creating economic ladders of opportunity. In 2021, we continued investing in expanding our systems into historically classified transportation deserts in key markets including New York City (Citi Bike) and Chicago (Divvy). We've partnered with government agencies, nonprofits, advocacy groups, and community organizations to provide discounted micromobility options for those who need to get to essential services or vaccination appointments. For a more detailed overview of Lyft's transit, bikes, and scooter rider experience, please see the [Lyft 2022 Multimodal Report](#).

Micromobility access: Equity programs

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. In 2021, our equity program memberships grew by 66% from the prior year. These members took 54% more rides than standard members. Furthermore, 25% of rides across Lyft's shared micromobility systems started or ended in low-income areas, where 31% of our bikeshare stations were located.

Disaster response

In the aftermath of a natural disaster, our goal is to make transportation as accessible as possible. In those moments, connecting passengers with their loved ones and helping them access valuable community services becomes more crucial than ever. Focusing on the community 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 evaluate road conditions. In circumstances where transportation can play a role, we will also activate to support humanitarian disaster recovery efforts.

See below for some examples of how we've activated for both humanitarian and natural disasters in the last year.

Extreme weather/storms

- Texas Winter Storm (February 2021)
- Hurricane Ida (August 2021)
- Kentucky & Tennessee Tornado (December 2021)

Wildfires/heat waves

- Pacific Northwest Heat Wave (August 2021)
- Colorado Wildfires (December 2021)

Humanitarian disasters

- Miami Surfside Building Collapse (June 2021)
- Afghan Refugee Crisis
- Ukrainian Refugee Crisis

Racial equity

Racial equity continues to be a foundational part of our work, inspiring our entire portfolio of LyftUp programs. Instead of a single program to address racial inequities, we use this strategy across all programs to uplift communities of color.

In 2020, we launched the [LyftUp Access Alliance](#)—a partnership of dozens of local and national organizations with a shared goal of eliminating transportation as a barrier to upward mobility for under-resourced Black communities. Throughout 2021, we worked toward the goal of providing access to 1.5 million car, bike, and scooter rides over five years.

In 2021, as we worked toward this goal, we piloted a local Racial Justice Alliance in Washington state. We partnered with 17 local racial justice organizations, including Freedom Project, Tacoma Urban League, Asian Counseling and Referral Services, and Minority Veterans of America–Seattle Chapter. We learned about local transportation needs and provided ride credits to community members of color in greatest need to access groceries, healthcare, and other essential services.

Throughout 2021, COVID-19 disproportionately impacted communities of color, specifically Black and Latinx communities in the U.S. Similarly, we witnessed disparities in vaccine distribution to communities of color.³³ In response, we activated our [LyftUp Vaccine Access program](#) in partnership with the NAACP, National Hispanic Council on Aging, National Asian Pacific Center on Aging, National Urban League, National Action Network, and over 150 local and national community partners to help under-resourced communities access vaccination appointments.

Racial equity program impact

In 2021, we estimate that we provided access to millions of free or discounted rides to communities of color through our LyftUp programs, including but not limited to Vaccine Access, Jobs Access, and Access Alliance.

Racial equity: Looking ahead

As we look ahead, we'll integrate what we've learned from the LyftUp Access Alliance and Local Racial Justice Alliance in Washington state to inform further program development as we work toward racial equity. In 2022, we aim to use programs like Community Grants to explore and pilot additional areas of support, such as transportation needs tied to housing access or criminal justice reform. 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 on [page 52](#).

LyftUp Access Alliance Partners



Enabling collective action from our riders: Round Up & Donate

Since 2017, our riders have been making their rides count for their community by rounding up their ride payments and donating the difference to an organization of their choice. This past year, we have continued to Round Up & Donate to aid in crisis moments. We understand how the collective action of our riders can amplify our effects. That's why, through campaigns such as our partnership with the YMCA World Service Campaign during the Ukrainian war, we seek to activate our rider community to support relief efforts.



\$29M+

Lyft riders have donated more than \$29 million through **Round Up & Donate** since 2017, supporting communities across the U.S. and Canada.



20+ partners

More than 20 organizations across the U.S. and Canada receive **Round Up & Donate** funds.



Round Up & Donate: Looking ahead

In 2022, we continued to activate our rider and driver communities through targeted, strategic campaigns to support key issues where we believe that transportation can make a difference. We aim to double the number of riders involved with our Round Up & Donate program and to double the amount raised to our nonprofit partners.

Defending drivers and women's access to healthcare

In September 2021, a new law in Texas, S.B. 8, threatened to punish drivers for getting people where they need to go—specifically, women exercising their right to choose and to access the healthcare they need. This law is incompatible with people's basic rights to privacy, our community guidelines, the spirit of rideshare, and our values as a company, so we immediately took action:

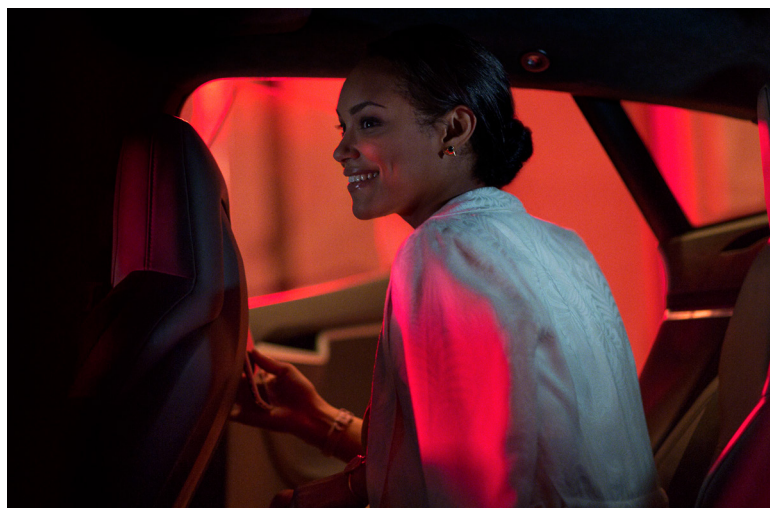
- We created a Driver Legal Defense Fund to cover 100% of legal fees for drivers sued under S.B. 8 while driving on our platform.
- We donated \$1 million to Planned Parenthood Federation of America to help ensure that transportation is never a barrier to healthcare access.

As additional legislation and court rulings on this issue come to light, we are continuing to partner with Planned Parenthood in order to support and advocate for the rights of our community members.



Safer communities

The safety of our community is fundamental to Lyft, and we've prioritized protecting riders and drivers. We continuously invest in new features, policies, and partnerships to strengthen Lyft as we work to enhance the safety of 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-applicants³⁴ 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 criminal background checks**. Our standards for annual checks are the same as the initial checks and are performed at least once a year.

Ongoing, continuous screening of drivers

We don't stop at the annual screenings. Throughout the year, Lyft also conducts continuous criminal and DMV monitoring that provides Lyft with notification of disqualifying criminal convictions or driving offenses. This monitoring allows Lyft to identify potential safety issues and respond on a continuous basis.

Any driver who does not pass the initial, annual, or continuous screenings is barred from driving on the Lyft 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, which are 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 feel unsafe.

Community Guidelines

Before riding or driving on the Lyft platform, everyone must agree to conduct themselves in accordance with our [Community Guidelines](#). Offenses that violate these guidelines can and do lead to users being deactivated from our platform.

Mandatory safety education

To drive on the Lyft platform, all drivers must complete a community safety education course.³⁵ 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 an education program 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.



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 within the Lyft app.

Some of our in-app safety features include:



Share location

The Lyft app enables riders and drivers to easily share relevant trip information, such as current location and ETA, with their family and friends.



Emergency Help, supported by ADT

If a rider or driver ever feels uncomfortable or needs assistance, they are able to immediately connect with an ADT security professional silently or by voice. Riders are able to choose whether they want ADT to text them, call them, or silently alert 911 on their behalf. (To promote focused driving, drivers only have the option to request a call from ADT.) If requested, ADT will alert authorities so they can arrive at the user's live location, equipped with ride details like the vehicle's make and model, license plate number, and the intended drop-off location. If someone signals they need help and subsequently does not respond to a call or text from ADT, ADT will contact 911 and share the user's location and other relevant information.



Smart Trip Check-in

In some instances, if we notice a ride that appears to be irregular, we reach out to riders or drivers directly. This may include rides that have ended far from the intended destination, been canceled after pickup, gone off-route, or have stopped for an abnormal amount of time. We ask riders if they need help and, if appropriate, connect them to our Critical Response Line or emergency assistance. We recently integrated ADT's capabilities into Smart Trip Check-in.



Contact protection

The app hides contact information for both the rider and driver before, during, and after the ride. While riders and drivers are able to call or text one another through the app, personal information, including real phone numbers, are not revealed. Drivers are also not able to see a rider's drop-off location, whether a specific address or a cross-street, after the ride is complete.



After the ride

Two-way ratings

At the end of each trip, drivers and riders are prompted to rate their ride on a scale of one to five stars. Any rider or driver who submits a rating of four or fewer stars is prompted to provide more details about the rating. Anyone who rates a rider or driver three or fewer stars will never be matched with that individual again through the app. Lyft reviews rides with low ratings and concerning feedback to determine what action should be taken.

Community Safety Report

In October 2021, we released our [Community Safety Report](#), which details the most serious safety incidents reported to Lyft, as well as our continued safety investments. While safety incidents on our platform are incredibly rare, we realize that even one is too many. There is a real person and real experience behind every report, and our goal is to make each Lyft ride as safe as possible.

Incident response

Lyft's incident response processes are designed to make it easy to report any negative experiences so we can respond accordingly. Riders and drivers can report incidents to our dedicated Safety Team, which is available 24/7, 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.

In 2021, to enhance the safety of the entire ridesharing industry, we partnered with Uber to launch the Industry Sharing Safety Program, a first-of-its-kind effort to share information about the drivers deactivated from rideshare and delivery platforms for the most severe safety incidents. The program equips other participating companies with information they can use to inform decisions they may take on their own platforms.

Reducing impaired driving

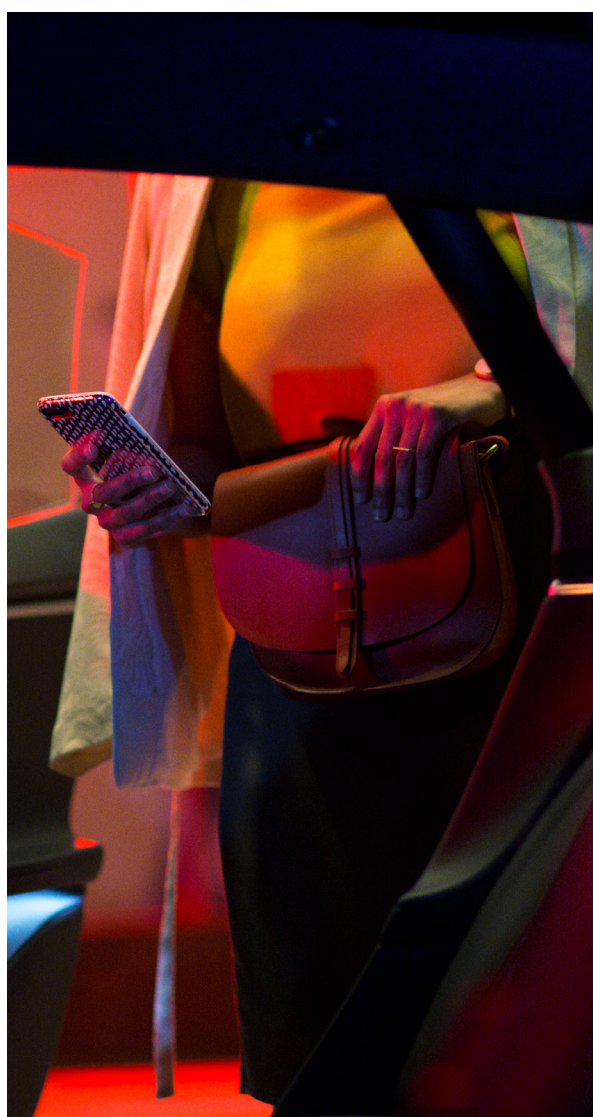
The growth of Lyft and ridesharing has coincided with encouraging road safety trends on impaired driving, as communities now have an affordable and convenient alternative to driving under the influence of alcohol or drugs. There is a demonstrated correlation between rideshare entering a community and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

The National Highway Traffic Safety Administration's (NHTSA) traffic fatality data indicates there were 38,824 fatalities from motor vehicle traffic crashes in 2020, with 11,654 of the fatalities resulting from impaired driving. The estimated number of people injured on the road decreased to 2.28 million in 2020 from 2.74 million in 2019³⁶—a decrease of 17%.

NHTSA also reports that most impaired driving incidents happen on nights and weekends (due to a rate of alcohol impairment 3.6 times higher than the daytime rate), which is when a majority of rides on the Lyft platform occur.^{37,38} Impaired driving is also well known to inflict significant economic costs on society, with NHTSA estimating that alcohol-involved crashes cost the U.S. \$44 billion in 2010.³⁹

By increasing the availability of Lyft, as well as through proactive road safety campaigns and partnerships, we believe we are making a difference in this persistent and costly issue. This belief is echoed by recent research that suggests ridesharing services likely decrease impaired driving incidents by providing a reliable alternative to impaired driving. Importantly, independent research commissioned by the National District Attorneys Association (NDAA) found that Lyft is associated with decreasing impaired driving incidents in California⁴⁰ and other states around the nation.⁴¹



Highlights:⁴²

"There is never an excuse to drive while impaired by alcohol or other drugs. We know that access to rideshare gives people options to make the right choice, which helps reduce drunk and drug-impaired driving, saves lives, and prevents injuries."

—Alex Otte, MADD National President

"In our studies, we found that all six locations—Atlanta, Chicago, Fort Worth, Los Angeles, San Diego, and San Francisco—experienced substantial declines in outcomes related to impaired driving such as DUI charges, arrests, and bookings following the introduction of Lyft. Furthermore, results showed that increases in ridesharing volume were strongly associated with decreases in these DUI outcomes." ⁴³

—Casanova Powell Consulting and Dr. Ryan C. Smith

65%

of riders use Lyft to find a rideshare driver when they are planning to drink alcohol or use another substance that could impair driving ability.⁴⁴

49%

of Lyft riders are aged 18–34, part of the age group (16–34) 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).⁴⁵

70%

of these riders use Lyft to find a rideshare driver when they are planning to drink alcohol or use another substance that could impair driving ability.⁴⁶

Studies commissioned by the National District Attorneys Association⁴⁷ found that Lyft was associated with:

40%

decrease in
DUI charges
in Los Angeles

25%

decrease in
DUI arrests
in San Diego

31%

decrease in DUI
bookings in San
Francisco

52%

decrease in
DUI charges
in Atlanta

40%

decrease in
DUI arrests
in Chicago

8%

decrease in
DUI arrests
in Fort Worth

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 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.

Lyft's Safety Advisory Council



Melanie Campbell

President and CEO,
Black Women's Roundtable



Jordan Brooks

Managing Director and COO,
The 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



Raven Jenerson

Interim Clinical Director,
RAINN



Leah Page

Vice President, Emerging Business
and Mobile Security, ADT



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

Director of Education and Training,
It's On Us



Lyft has partnered with the Human Rights Campaign to provide localized grants to organizations that provide transportation for at-risk trans people of color. According to the [Human Rights Campaign](#), in 2020 at least 57 transgender or gender non-conforming people were fatally shot or killed by other violent means, up from 27 in 2019. Too often these stories go unreported—or misreported—and the number of people is likely higher.

Lyft also partnered with the National Sheriffs' Association's Domestic Violence and Crime Victim Services committee to provide local grants to law enforcement and domestic violence groups for transportation for survivors of violence. Reports from the grantees show that 74% of the rides were scheduled by a domestic violence partner organization, 15% were scheduled by the survivor, 8% were scheduled by law enforcement, and 3% were scheduled by another entity. The majority of survivors used the transportation to get to a safe haven, while others used them to get to legal or court appointments, medical appointments, school, work, or to run errands.

¹⁹ See the 2022 Lyft Economic Impact Report, available [here](#).

²⁰ Measured as the percent of all rides in 2021 that started or ended in a low-income area. We identified "low-income" areas as areas classified as Qualified Census Tracts (QCT) by the U.S. Department of Housing and Urban Development. These areas are eligible for the federal Low Income Housing Tax Credit (LIHTC). To be designated as a QCT, a census tract must have 50% of its households with incomes below 60% of the Area Median Gross Income (AMGI) or have a poverty rate of 25% or more.

²¹ U.S. data source: Jeffrey M. Jones, "LGBT Identification Rises to 5.6% in Latest U.S. Estimate," Gallup.com, November 20, 2021.

²² Mary K. Wolfe et al., "Transportation Barriers to Health Care in the United States: Findings From the National Health Interview Survey, 1997–2017," *AJPH* 110, no. 6 (June 2020): 815–822, <https://doi.org/10.2105/ajph.2020.305579>.

²³ Sources: AmeriHealth Caritas DC, USC/AARP/UnitedHealthcare

²⁴ Sources: Centene, Virginia Department of Medical Assistance Services

²⁵ Sanne Magnan, "Social Determinants of Health 101 for Health Care: Five Plus Five," National Academy of Medicine, October 9, 2017.

²⁶ Erica Hutchins Coe et al., "Insights From McKinsey's Consumer Social Determinants of Health Survey," McKinsey & Company, April 30, 2019.

²⁷ Sunil Kripalani et al., "Medication Use Among Inner-city Patients After Hospital Discharge: Patient-reported Barriers and Solutions," *Mayo Clinic Proceedings* 83, no. 5 (May 2008): 529–35, <https://doi.org/10.4065/83.5.529>.

²⁸ Sources: AmeriHealth Caritas DC, USC/AARP/UnitedHealthcare.

²⁹ Raj Chetty and Nathaniel Hendren, "The Impacts of Neighborhoods on Intergenerational Mobility I: Childhood Exposure Effects," *The Quarterly Journal of Economics* 133, no. 3 (August 2018): 1107–1162, <https://doi.org/10.1093/qje/qjy007>.

³⁰ "Access to Affordable and Nutritious Food—Measuring and Understanding Food Deserts and Their Consequences," USDA, 2009.

³¹ Charles Stewart, "2016 Survey of the Performance of American Elections," Survey of the Performance of American Elections Dataverse, Harvard Dataverse, <https://doi.org/10.7910/DVN/Y38VIQ/2NJD19>.

³² Micromobility devices include bicycles, ebikes, electric scooters, shared bicycle fleets, and electric pedal assisted bicycles.

³³ Nicquel Terry Ellis and Deidre McPhillips, "White People Are Getting Vaccinated at Higher Rates Than Black and Latino Americans," CNN, January 26, 2021

³⁴ In the state of New York, the New York Taxi and Limousine Commission (TLC) oversees licensing and permissions for all rideshare drivers.

³⁵ In California, drivers will participate in a unique safety education course as a result of Proposition 22. Developed in partnership with RAINN, the California course focuses on how to identify sexual assault and harassment and report it.

³⁶ "Overview of Motor Vehicle Crashes in 2020," NHTSA, March 2022.

³⁷ "Alcohol-Impaired Driving," NHTSA, November 2018.

³⁸ Colin Murphy, "What Can Transit Agencies Learn from TNCs' Late-Night Popularity?" Shared-Use Mobility Center, January 25, 2018.

³⁹ 2010 is the most recent year for which cost data is available. "Traffic Safety Facts," NHTSA, December 2019.

⁴⁰ Casanova Powell Consulting and Dr. Ryan C. Smith, "Rideshare Volume and DUI Incidents in Target California Communities," National District Attorneys Association, September 28, 2020.

⁴¹ Casanova Powell Consulting and Dr. Ryan C. Smith, "Rideshare Volume and DUI Incidents in Atlanta, Georgia; Chicago, Illinois; and Fort Worth, Texas," National District Attorneys Association, March 26, 2021.

⁴² See the 2022 Lyft Economic Impact Report, available [here](#).

⁴³ Casanova Powell Consulting and Dr. Ryan C. Smith, "Rideshare Volume and DUI Incidents in Target California Communities," National District Attorneys Association, September 28, 2020; Casanova Powell Consulting and Dr. Ryan C. Smith, "Rideshare Volume and DUI Incidents in Atlanta, Georgia; Chicago, Illinois; and Fort Worth, Texas," National District Attorneys Association, March 26, 2021.

⁴⁴ See the 2022 Lyft Economic Impact Report, available [here](#).

⁴⁵ U.S. data source: "Traffic Safety Facts: 2018 Data," NHTSA, December 2019.

⁴⁶ See the 2022 Lyft Economic Impact Report, available [here](#).

⁴⁷ Casanova Powell Consulting and Dr. Ryan C. Smith, "Rideshare Volume and DUI Incidents in Target California Communities," National District Attorneys Association, September 28, 2020; Casanova Powell Consulting and Dr. Ryan C. Smith, "Rideshare Volume and DUI Incidents in Atlanta, Georgia; Chicago, Illinois; and Fort Worth, Texas," National District Attorneys Association, March 26, 2021.

Environmental sustainability



Catalyzing the low-carbon transportation future

Lyft is committed to leading our industry in the fight against climate change, even beyond our goal of reaching 100% electric vehicles (EVs) on our platform by the end of 2030. Millions of people already rely on our growing fleet of micromobility services—including bikes, ebikes, and scooters—as cleaner forms of transportation to get where they're going. Beyond micromobility, we estimate that Lyft riders own 6.6 million fewer cars today due to rideshare. And by surfacing rideshare, bikes, scooters, and public transit information within the Lyft app—and even partnering directly with transit agencies—we make it easier for people to reduce their carbon footprint.

Expanding micromobility

Mirroring a global bike boom, micromobility had a record-breaking year in 2021, fueled by strong demand for cleaner, more equitable, and more resilient urban transportation. In 2021, over 2.4 million riders tried Lyft's shared micromobility systems for the first time. By making bikes and scooters easily available on our multimodal platform, and scaling ebikes as part of our shared fleets, Lyft empowered riders with affordable, convenient, and more sustainable ways to get around without cars. Lyft became North America's largest bikeshare provider in 2018 following the acquisition of bikeshare company Motivate. Today, Lyft operates over 90,000 bikes and scooters across 10 markets in partnership with city governments and with its acquisition of PBSC Urban Solutions in 2022, has an additional 70,000+ bikes deployed in bikeshare systems in 45 markets in 15 countries.



COVID-19 continued to alter daily transportation patterns in 2021. While many employees continued to work remotely, businesses began to reopen, and bikeshare and shared scooter programs continued to be an attractive option for people to get around. Lyft's bikeshare programs hit major ridership milestones, including:

- **In New York City**, over 40% of commute-hour rides on the Lyft platform were from Citi Bike.
 - Citi Bike rides were up by 39% year-over-year compared to 2020.
 - When Hurricane Ida hit New York City in October 2021 and temporarily suspended subway service due to flooded tunnels, Citi Bike hit a new all-time daily ridership record of more than 126,000 rides.
- **In Chicago**, almost 25% of commute-hour rides on the Lyft platform were from the Divvy bikeshare program. Divvy rides were up 57% year-over-year compared to 2020.
- **In Washington, D.C.**, Lyft and Capital Bikeshare offered free 30-day Capital Bikeshare memberships to commuters impacted by the Fall 2021 Metrorail service disruptions, demonstrating the ways that bikeshare is a key support system to public transit.

In the context of bikeshare, ebikes are proving to be a transformational product, attracting new riders and making longer bike trips more appealing and fun. Lyft riders took over 13.6 million ebike rides in 2021, traveling more than 28 million miles. By giving riders a pedal assist boost, ebikes make longer trips easier, particularly those in the 3- to 5-mile range, for which they're likely to replace car trips and reduce greenhouse gas (GHG) emissions. For example, in the Citi Bike system in New York City, ebike rides made up 55% of interborough trips. Ebikes accounted for 32% of Citi Bike rides in New York and New Jersey, despite only making up 20% of the total fleet.

In 2021, Lyft rolled out its new ebike, which has a battery life of 60 miles, double that of previous models. The ebike is available in the Bay Wheels system in San Francisco, the Divvy system in Chicago, and Citi Bike in New York City. The new Lyft ebike was designed in-house, building on the success and insights the Lyft team has had to date operating shared fleets, and was recognized by *TIME* as one of the 100 best inventions of 2021.

In 2021, Lyft surveyed its micromobility riders across the country to better understand travel behaviors and preferences. In our Multimodal Report,⁴⁸ we found that:

75%

of riders would use a car if shared micromobility was not available

850K

vehicles were estimated to have not been purchased due to the availability of shared micromobility

50%

of riders do not own or lease a personal vehicle (up to 67% among bikeshare members)

550K

vehicles were estimated to have been sold or donated due to the availability of shared micromobility services

36%

of riders with access to a personal vehicle use that car less because of shared micromobility services (up to 47% among bikeshare members)

To continue the momentum of the bike boom and further scale growth in micromobility ridership, in 2022 Lyft supported efforts by local and national policymakers to incorporate micromobility into vehicle electrification strategies and expand the public funding available to cities to implement micromobility programs.



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 point A to point B efficiently. Public transit was hit hard by the pandemic and has been slow to return to pre-pandemic levels.

During this recovery, Lyft has provided mobility options that have made public transit more convenient and easier to access. Many Lyft riders depend on public transit. For example:



53%

of riders have used a Lyft service **to get to or from public transit**.⁴⁹



41%

of riders have used a Lyft service **to get around when public transit does not operate**.⁵⁰



89%

of Lyft's bike and scooter riders have **used shared micromobility to connect to public transit**.⁵¹



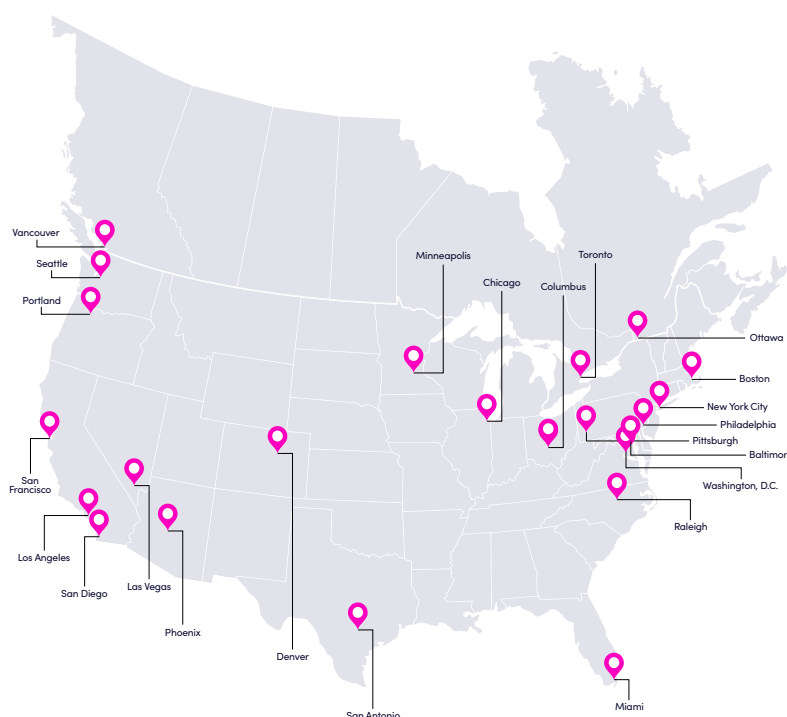
22%

of riders use **shared micromobility services to connect to public transit weekly**.⁵²



Lyft also works directly with transit and city and county agencies across the U.S. and Canada to deliver microtransit, paratransit,⁵³ and jobs access programs. The national scale of our partnerships has allowed us to cultivate a transit center of excellence at Lyft. Our Transit Partnerships team—a think tank of urban transportation planners, data scientists, product managers, and engineers—has launched over 80 transit partnerships to date. 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 offers in-app transit routes and timetables in 23 metropolitan areas.



Transitioning to cleaner cars

Cars driving on the Lyft network are approximately 22% more fuel efficient than the U.S. average. The miles-weighted fuel economy of cars on the Lyft platform was 29.3 miles per gallon in 2021 compared with 22.9 miles per gallon, the most recent figure for on-road light-duty passenger vehicles in the U.S.⁵⁴ As we progress to 100% EVs on the platform, riding on the Lyft platform can be a greener choice.

Electric vehicles

Lyft continued to forge its path to 100% EVs, focusing on: (1) expanding our Express Drive rental vehicle partner program, (2) advancing pilot programs to improve access to EVs and EV charging infrastructure, and (3) advocating for public policies that will accelerate EV adoption. Although recent EV growth on the Lyft network has been affected by supply chain constraints, we remain optimistic that there will be a rapid expansion of EV supply as we approach the latter part of the decade and that EV technology will continue to advance, along with public and private investment in EVs and EV charging infrastructure.



EV rental partner program

Express Drive is Lyft's rental vehicle partner program. Drivers who don't own or wish to use a personal vehicle for ridesharing can rent a car via Express Drive on a weekly basis from different rental providers. By ensuring the Express Drive fleet includes EVs, we're able to increase access to EVs on our platform. We launched our Express Drive EV program in 2019 in Seattle, Atlanta, and Denver. Over the past year, we've expanded it to the San Francisco Bay Area (in partnership with Peninsula Clean Energy) and Baltimore (in partnership with Baltimore Gas & Electric and the U.S. Department of Energy). Through this program, drivers have:

1.2M+

Given more than 1.2 million rides in EVs across four cities

800K

Saved approximately 800,000 gallons of gas

\$2.6M+

Saved more than \$2.6 million in fuel expenses

This program introduces drivers and riders alike to EVs. Many drivers have driven their first EV using Express Drive. Lyft riders who don't own an EV were 41% more likely to consider purchasing one after taking a ride in an EV than people who had never been in an EV.



EV pilot programs

In California, we partnered with GRID Alternatives to run a pilot project from 2021–2022 in which two cohorts of drivers on the Lyft network were given access to EVs and clean energy for four months to evaluate the viability of making the switch. GRID Alternatives captured the following key takeaways from the pilot program:

- To successfully transition to EVs, we need to develop and scale new pathways for Transportation Network Company (TNC) drivers to purchase EVs by bringing together the private sector, the public sector, and the nonprofit sector.
- Beyond financial access, the other major barrier to EV adoption for Lyft drivers is range and charging, issues that are as much social as they are technological.
- The voices and perspectives of drivers need to be at the center of all conversations about this transition, in trusted spaces where they can share their experiences frankly and honestly.

In February 2022, Lyft and DTE Energy, the Detroit-area utility service provider, launched an incentive program to encourage high-mileage Lyft drivers to purchase EVs with up to a \$5,000 discount.

Hybrid-electric vehicles

High-efficiency hybrid-electric cars are some of the most popular vehicles on the Lyft platform. In 2021, nearly 13% of all Lyft miles were provided by hybrids, as well as 50% of Express Drive rides. By the end of the year, hybrids comprised almost 40% of vehicles in the Express Drive program. Going forward, we expect the vast majority of Flexdrive vehicles in the Express Drive program to be EVs or hybrids.

Policy progress

Public policy is critical in setting the right market conditions and expanding access to EVs and EV charging infrastructure for all communities. Lyft has continued to advocate for policies that will accelerate equitable adoption of EVs.

Federal Policy: In 2021, Lyft joined environmental justice groups in advocating for expanding equity-focused EV policies, including modifying the current federal EV tax incentive and prioritizing EV charging infrastructure in underserved and disadvantaged communities. Lyft supported the Electric Vehicles for Underserved Communities Act ([H.R. 1221](#)), the Infrastructure Investment and Jobs Act ([H.R.3684](#)), as well as the EV provisions of the Inflation Reduction Act.

California: Lyft advocated for aggressive targets in the CA Clean Miles Standard rulemaking process and supported the California Air Resources Board (CARB)'s final rules, which CARB approved in 2021. The final CARB regulations will lead TNCs to achieve 0 grams of carbon emissions per passenger-mile traveled by 2030. Lyft also partnered with environmental, labor, and business groups to launch the Clean Air California Coalition to support the Clean Cars, Clean Air Act initiative in the 2022 election, which would curb the state's two biggest sources of air pollution and greenhouse gas emissions: transportation and wildfires.

Colorado: Lyft supported [S.B. 260](#), which Gov. Polis signed into law in June 2021. S.B. 260 will direct millions of dollars each year toward EV affordability and accessibility, in part through TNC fees.

Massachusetts: From October 2020 to April 2021, Lyft participated in Massachusetts' Ride for Hire Electrification Working Group, which included members of state agencies, environmental groups, utilities, taxi and livery industries, and the private sector. Through robust discussions, this group developed a set of near- and long-term policy recommendations to increase the adoption of EVs. Two of the highest-priority recommendations were to establish stand-alone or additional EV rebates for: (1) qualified high-mileage fleet operators and drivers and (2) low- to moderate-income drivers. We look forward to working with state policymakers to advance these and other recommendations.

Oregon: We supported [S.B. 1558](#), a bill that would require full electrification of vehicles on our platform by 2032. This innovative bill built upon lessons from California's Clean Miles Standard and Incentive Program.

Washington: We supported [H.B. 1075](#), which, similar to the California Clean Miles Standard, would regulate TNC emissions on a greenhouse-gas-per-passenger-mile-traveled basis.

Measuring our impact

Cleaner trips

In 2021, we advanced clean mobility by increasing our platform's share of cleaner vehicles—bikes, ebikes, scooters, hybrid-electric cars, and battery-electric cars. For micromobility, we measure our efforts in terms of the total share of miles on the Lyft network. For EVs and hybrids, we measure our efforts in terms of the total share of miles and number of active vehicles on the network.

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 many of these key metrics significantly.

Micromobility

Bikes & Scooters	Share of miles	
	2019	0.70%
	2020	0.86%
	2021	1.13%

Rideshare vehicles

Electric Vehicles	Share of vehicle miles	
	2019	0.30%
	2020	0.38%
	2021	0.56%
Hybrid Vehicles	2019	8.50%
	2020	10.55%
	2021	12.98%

		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
	2021	2,548	185
Hybrid Vehicles	2019	63,404	2,138
	2020	36,024	3,324
	2021	43,163	5,410



Alternative to car ownership

We estimate that:



6.6M

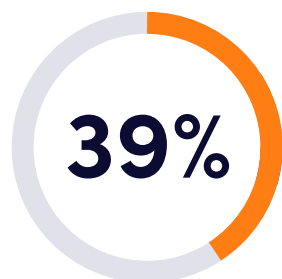
Lyft riders **own over 6.6 million fewer vehicles** because of rideshare, even when accounting for vehicles acquired by drivers.⁵⁵

1.7M

Riders have **sold, donated, or otherwise discarded** almost 1.7 million vehicles because of the availability of Lyft and other ridesharing services.⁵⁶

5.1M

If Lyft and other ridesharing services did not exist, our riders **would have purchased** approximately 5.1 million more vehicles.⁵⁷



of Lyft riders **do not own or lease** a personal vehicle.⁵⁸



34%

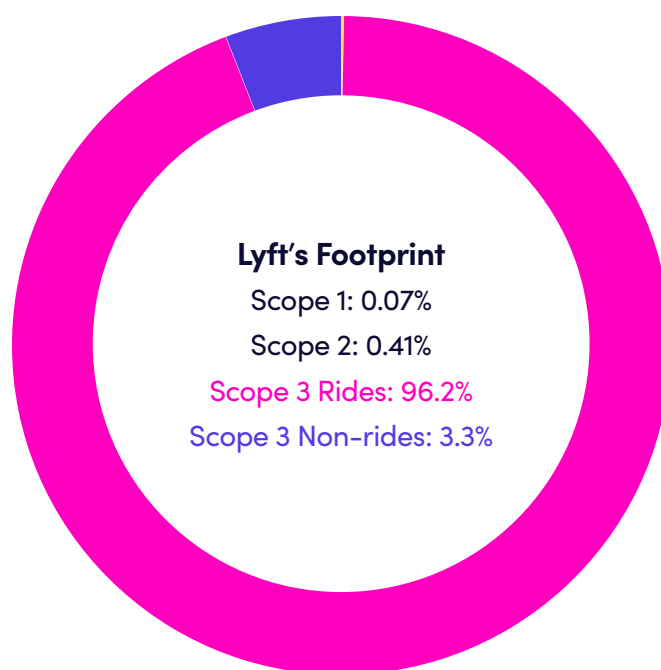
of riders who **have access to a personal vehicle use that car less** because of Lyft and other ridesharing services.⁵⁹

Emissions and energy

The GHG and energy consumption data reported here covers our 2021 fiscal year (January 1 to December 31, 2021). In our 2021 report, we included data on our 2019 fiscal year. 2020 fiscal year GHG data is included in the Appendix. Our 2021 GHG footprint, including emissions associated with electricity consumption, was verified by independent third-party auditor Cameron-Cole in August 2022.

Greenhouse gas (GHG) emissions

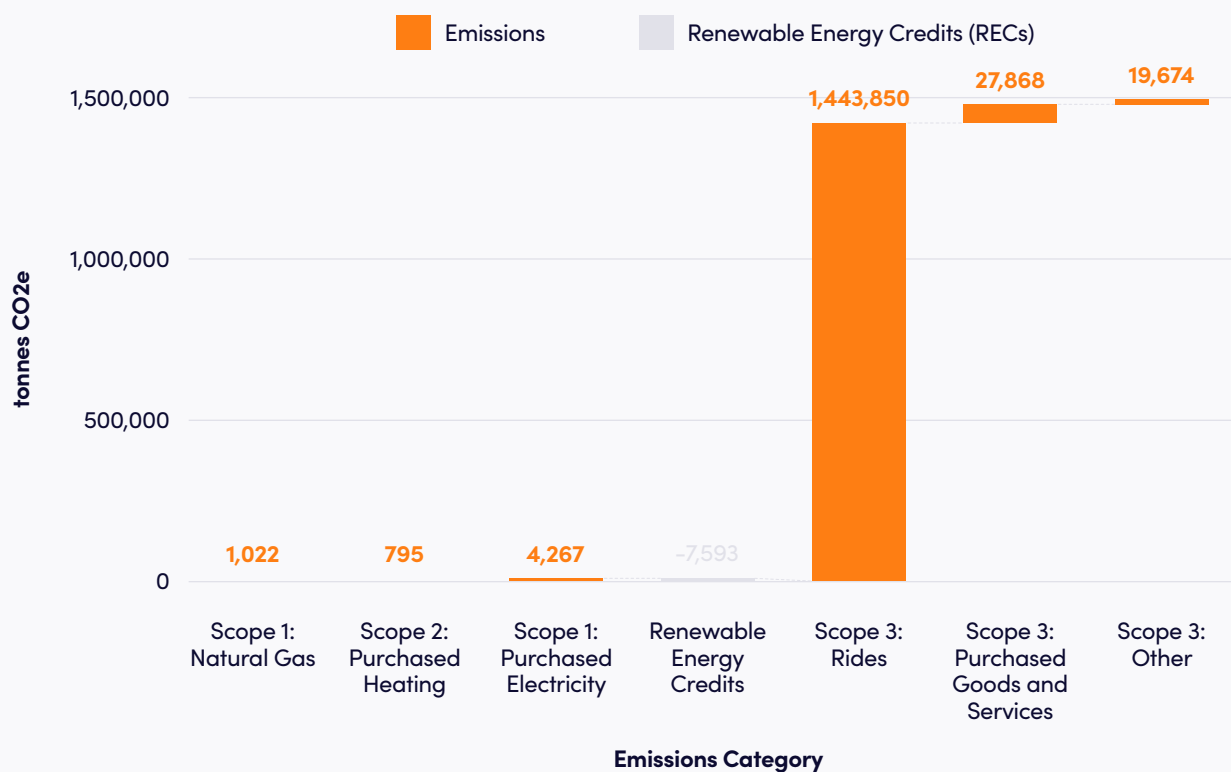
In 2022, we completed our fourth verified GHG inventory, covering 2021 calendar-year emissions. This inventory spanned Scope 1, Scope 2, and Scope 3 emissions, including indirect emissions from vehicles used on the Lyft platform (see [Appendix](#) for details).



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 : <ul style="list-style-type: none"> • 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 • Mobile Services

2021 GHG footprint and trends

In 2021, our gross GHG emissions were 1.5 million metric tons of carbon dioxide-equivalent (MTCO₂e), using the market-based methodology.



Year over year, our aggregate emissions increased by 131,874 MTCO₂e (9.7% increase). At the same time, our emissions intensity per unit revenue (MTCO₂e/thousand USD revenue) decreased by 43.4%, and emissions per employee decreased by 19.4%.^{60,61}

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

Energy consumption

Our total electricity consumption in 2021, including renewable electricity (MWh), was 20,674 MWh. This is the estimated electricity consumption across over 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 2021 was 27,869 MWh, covering both our facility energy consumption (20,674 MWh) and the estimated electricity consumption by EVs on the Lyft platform (7,195 MWh). Of this, 4,299 MWh was consumed through renewable electricity products from our electricity suppliers, and 23,570 MWh was the total volume of U.S.-origin Green-e certified renewable energy credits (RECs) retired.



⁴⁸ See the 2022 Lyft Multimodal Report, available [here](#).

⁴⁹ See the 2022 Lyft Economic Impact Report, available [here](#).

⁵⁰ See the 2022 Lyft Economic Impact Report, available [here](#).

⁵¹ See the 2022 Lyft Economic Impact Report, available [here](#).

⁵² See the 2022 Lyft Economic Impact Report, available [here](#).

⁵³ Paratransit is the term used in North America, also known by other names such as community transport for transportation services that supplement fixed-route mass transit by providing individualized rides without fixed routes or timetables.

⁵⁴ U.S. Department of Transportation, Bureau of Transportation Statistics. Average Fuel Efficiency of U.S. Light Duty Vehicles, 2020. Available [here](#).

⁵⁵ See the 2022 Lyft Economic Impact Report, available [here](#).

⁵⁶ See the 2022 Lyft Economic Impact Report, available [here](#).

⁵⁷ See the 2022 Lyft Economic Impact Report, available [here](#).

⁵⁸ See the 2022 Lyft Economic Impact Report, available [here](#).

⁵⁹ See the 2022 Lyft Economic Impact Report, available [here](#).

⁶⁰ Emissions intensity (per unit revenue and per employee) is based on Scope 1 and Scope 2 market-based emissions. Year-end revenue as reported in Lyft's 2021 Annual Report Form 10-K. 2021 and 2020 revenue was \$3,208,323,000 and \$2,364,681,000, respectively.

⁶¹ 2021 year-end employee count was 4,453 based on Lyft's 2021 Annual Report Form 10-K. 2020 year-end employee count was 4,675 based on Lyft's 2020 Annual Report Form 10-K.

Our team members and workplace

Workforce

As of December 31, 2021, Lyft employed 4,453 individuals in approximately 119 offices and additional locations, including Driver Hubs, Driver Centers, and Service Desks. 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.

Consistent with our values, Lyft provides our team members with meaningful opportunities to be heard. We notify team members that they are allowed to discuss their wages, hours, or working conditions, or otherwise engage in protected activity under Section 7 of the National Labor Relations Act.

Inclusion and diversity (I&D)

Our approach to inclusion and diversity at Lyft is holistic, strategic, and sustainable. From day one, we have woven these values into every aspect of our business operations and are thoughtful about designing processes and initiatives that will make the greatest possible impact.

Our Four I&D Pillars



Workforce



Workplace Equity



Marketplace



Accountability



Our Four I&D Pillars are:



Workforce

There is no Lyft without our team members. They are our greatest strength and most valuable resource. We believe that achieving more visible and invisible diversity in workforce representation is an important priority. We are a company with a diverse customer base with different needs and preferences, and the more our workforce reflects their needs, preferences, and demographics, the better we can design products, services, and experiences for our customers, thus creating stronger brand loyalty.



Workplace Equity

We believe an inclusive and equitable workplace culture unlocks Lyft's innovative potential. Team members ought to feel safe to challenge the status quo and that everyone's voice is heard and valued. As such, we will continue to ensure our workplace experiences, processes, programs, services, and culture are equitable and inclusive for all.



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.



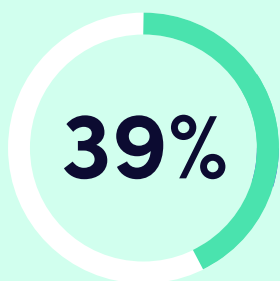
Accountability

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.



Employee Resource Groups (ERGs)

Employee Resource Groups (ERGs) are critical assets in our Inclusion & Diversity, Employee Engagement, and Retention efforts. Despite the continued COVID-19 challenges, we saw consistent involvement from our ERG community. ERGs are comprised of individual contributors, people managers, directors, and senior leaders who are change agents, culture/product influencers, policy advisors, strategic partners, and incubators who catalyze change within and outside of Lyft.



By the end of 2021, 39% of our Lyft team members **were members of at least one ERG.**

53%

of Directors

63%

of Vice Presidents

70%

of our Executive Leadership Team



At Lyft, ERG programming **educates and amplifies the intersectionalities of the communities we serve.** We currently have nine ERGs:

UpLyft Ascend: Advocates for Asian and Pacific Islander identities at Lyft and facilitates professional growth in the workplace and beyond.

UpLyft Forward: Encourages opportunity, equity, growth, and community among Lyft's Black team members by focusing on four pillars: Recruitment, Retention, Local Teams, and Community.

LyftOut: Promotes diversity and creates positive change through advocacy, communication, empowerment, inclusiveness, and respect, while representing and supporting the LGBTQIA+ community.

UpLyft Families: 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: Aims to build a culture that emphasizes mental health, wellness, accessibility, and disability inclusion where all team members are empowered to be their best and do their best.

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 advocacy of 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: Making progress while navigating headwinds

The pandemic has challenged many ways that we manage our workforce, not least of them was our continued commitment to representation. We're proud that in 2021 the diversity of our team members increased. In particular, we saw gains in the representation of women, as well for team members who are Black, Latinx, or members of two or more racial or ethnic groups.

The following charts show data on our ethnic and gender diversity.

Ethnicity (U.S. Only) — 2020 vs. 2021 & 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		
	2020	2021	YoY	2020	2021	YoY	2020	2021	YoY	2020	2021	YoY	2020	2021	YoY	2020	2021	YoY
Overall	0.7%	0.7%	0.0%	30.2%	30.1%	-0.1%	7.6%	8.2%	0.6%	9.6%	11.3%	1.7%	4.6%	4.8%	0.2%	47.3%	44.9%	-2.4%
Tech	0.4%	0.2%	0.0%	49.6%	51.8%	2.2%	2.1%	2.6%	0.5%	5.5%	5.7%	0.2%	3.6%	4.1%	0.5%	38.8%	35.6%	-3.2%
Business	0.7%	0.6%	-0.2%	22.6%	23.4%	0.8%	8.6%	8.9%	0.3%	9.1%	7.9%	-1.2%	5.9%	5.7%	-0.2%	53.1%	53.6%	0.5%
Operations	1.1%	1.6%	-0.1%	8.9%	6.2%	-2.7%	14.9%	15.8%	0.9%	16.6%	23.8%	7.2%	4.6%	4.7%	0.1%	53.9%	47.9%	-6.0%
Leadership Overall	0.7%	0.0%	-0.7%	20.2%	18.9%	-1.3%	5.4%	6.1%	0.7%	3.7%	3.0%	-0.7%	4.0%	3.8%	-0.2%	66.0%	68.2%	2.2%
Tech Leadership	1.1%	0.0%	-1.1%	27.2%	27.6%	0.4%	1.1%	0.0%	-1.1%	6.5%	3.9%	-2.6%	3.3%	3.9%	0.6%	60.8%	64.6%	3.8%

Gender — 2020 vs. 2021 & Year-over-year Changes												
	Gender (U.S. Only)						Gender (Global)					
	Female			Male			Female			Male		
	2020	2021	YoY	2020	2021	YoY	2020	2021	YoY	2020	2021	YoY
Overall	39.2%	40.6%	1.4%	60.8%	59.4%	-1.4%	38.9%	40.1%	1.2%	61.1%	59.9%	-1.2%
Tech	24.8%	27.8%	3.0%	75.2%	72.2%	-3.0%	24.3%	28.4%	4.1%	75.7%	71.6%	-4.1%
Business	55.7%	55.4%	-0.3%	44.3%	44.6%	0.3%	55.6%	55.7%	0.1%	44.4%	44.3%	-0.1%
Operations	41.9%	41.1%	-0.8%	58.1%	58.9%	0.8%	41.8%	40.9%	-0.9%	58.2%	59.1%	0.9%
Leadership Overall	36.4%	36.8%	0.4%	63.6%	63.2%	-0.4%	36.3%	36.6%	0.3%	63.7%	63.4%	-0.3%
Tech Leadership	12.0%	18.2%	6.2%	88.0%	81.8%	-6.2%	12.0%	17.9%	5.9%	88.0%	82.1%	-5.9%

- Data is from November 2020 and November 2021, respectively and is based on self-identification.
- Only U.S. workforce, except for Gender Global.
- Leadership data includes IC level 8+ and director-level and above.
- Tech org includes the following functions: Engineering, Data Science, Data Security and Privacy, Design, Product, Technical Program Management, Executive Leadership Team (band K only), Chief of Staff & Senior Leadership (band K only), and Global Supply Management (band K only).
- Business org includes the following functions: Executive Leadership team (except band K), Chief of Staff & Senior Leadership (except band K), Global Supply Management (except band K), Risk Solutions, Business Development, Communications, Data Analytics & BI, Executive Business Partners, Finance, Growth Marketing, IT, Legal, Marketing, Office, People, Program & Project Management, Public Policy, Sales & Talent Acquisition.
- Operations org includes the following functions: Customer Experience and Trust, Growth Operations, Operations, Program and Project Management (and Focus Area Global Operations), and Service and 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 2021, Ethnicities "Not Disclosed" is less than 1% of total U.S. Employees and Gender "Not Disclosed" is approximately 1%. Internationally, Gender "Not Disclosed" is approximately 8%, 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.

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 2021, we scaled several previously launched programs to support those goals, including:

Early Talent Access (ETA) Program & Internships

Our 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 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 participants' experiences, but in the data: In 2021, 19 internship offers were extended to students who are women, Black, or Latinx.

Our Internship Program continues to be one of our most effective tools in building a more diverse talent pipeline. The 2021 internship program saw over 29 hires of candidates who identify as women, Black, or Latinx—78% of the overall diversity hiring goal.

Diversity partnerships for candidate preparation

To help prepare candidates from diverse backgrounds to advance through our interview process, from technical phone screens to on-site interviews, we've expanded our interview prep materials. Some tech departments record mock interviews between Lyft employees, which we share externally so candidates can effectively prepare for their technical phone screens. Such efforts to build a diverse talent pipeline require collaboration and cooperation. This year, we partnered with **Techqueria**, **Latinas in Tech**, **NextPlay**, **SHPE**, **AnitaB.org**, **Blavity/AfroTech**, **Rewriting the Code**, **AccessComputing**, **CodePath**, and **Pursuit** to offer Black and Latinx professionals networking and skills development. 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.**

OUR PARTNERS



AFROTECH



CODEPATH*



Diversity partnerships for tooling and good faith outreach

For Lyft to improve our overall workforce diversity, we must retain our existing diverse workforce and increase our diverse top-of-funnel candidate pipelines. To do this effectively, leveraging innovative tools while also developing strategic talent partnerships is foundational. In 2021, we set forth a road map and strategy to establish, launch, and pilot new tools, partnerships, and outreach programs like **hireEZ**, **Direct Employers**, **Disability:IN**, **Black Tech Pipeline**, **BreakLine Education**, **Tribaja**, **CodePath**, and **Girls in Tech San Francisco**. Further, we partnered with these organizations to engage in virtual career fairs and DiversiTech summits, and to demonstrate our support for organizations on the front lines of upskilling, training, and equipping Black and Latinx candidates with the skills to thrive at Lyft.



Mentorship, workplace inclusiveness education, and skill-building initiatives

In 2020, we officially built mentorship into the workflow of our people managers. Due to the overwhelming demand, we launched an open/self-service Mentorship Platform in 2021 to enable team members to better understand and meet career goals and ensure that career development processes are transparent, accessible, streamlined, and equitable.

Retention and development initiatives

In addition to the ongoing Equitable Development Initiative (EDI) program, in 2021 we launched and embedded diversity councils within Transit, Bikes, & Scooters (TBS) and Global Operations. Each council comprises members from the team and senior leaders who meet monthly to review ongoing I&D commitments, recommend team-specific solutions, provide input, and assess user accountability—augmenting the impact of I&D programs.

We look forward to additional programs coming online, and we will continue to look to our team members for creative, impactful ideas.

Taking action in the marketplace

Supply chain equity

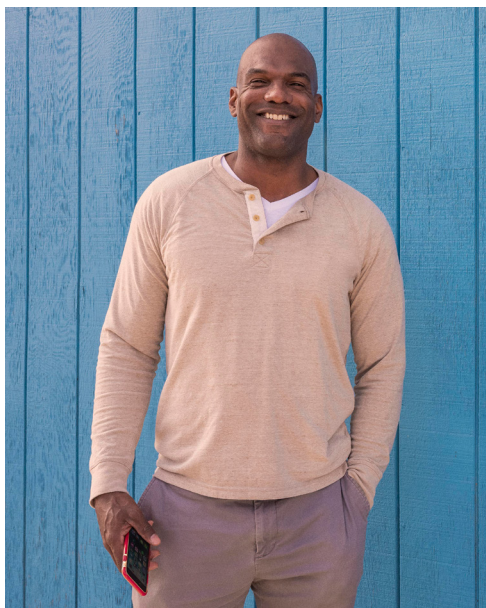
Recent studies show that at current spending rates, it will take 333 years to achieve revenue parity between minority- and white-owned firms. By taking an innovative approach, Lyft can help close that gap. Lyft's Supply Chain Equity Program is not only focused on improving the overall mix of our supply base, but also on connecting small businesses with others in our network, so that our key suppliers are doing their part to provide opportunity to minority-owned businesses. Beyond our goals to drive change and innovation in this space, we also commission this work as part of our federal contractor status.

The Lyft Supply Chain Equity Team is committed to ensuring Lyft develops and sustains an inclusive and diverse supply chain that empowers underutilized and economically disadvantaged businesses to grow. Together, we will lead our industry in closing the racial economic gap by 2036. Our team will provide the information, tools, and resources to support all working groups across the company.



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.



Workplace

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 team member 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 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 has established a confidential incident-reporting portal as our Compliance & Ethics 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 when 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 to encourage positive and appropriate behavior during rides.⁶² Lyft also has formal trainings in place for customer service agents on how to effectively respond to alleged safety incidents on our platform.

We're always working to make sure our programs and policies 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.

Team member health and safety

We prioritize health and safety at all of our facilities. Partnering with our Lyft Global Environmental, Health & Safety subject matter experts, health and safety excellence at Lyft is achieved through regular and constant hazard identification and mitigation, policy creation, revision and communication, training and awareness campaigns, reporting and investigation of near-misses, concerns, and incidents, followed with audits and inspection at appropriate frequencies.

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 office is powered by renewable energy, which we purchase from CleanPowerSF.



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 and online training during onboarding, so that they can customize plan options that are best for their personal needs and priorities.

Family planning

Lyft provides comprehensive fertility and family-building benefits to provide team members an inclusive benefit for every unique road to parenthood, including single parents by choice and LGBTQ+ individuals and couples. In addition, our U.S. medical benefits plan includes coverage for elective abortion and reimbursement for travel costs if a team member must travel more than 100 miles for an in-network provider.

Financial perks

Lyft's 401(k) plan allows team members an avenue toward planning for their financial future.

Other perks

Lyft offers periodic on-site well-being initiatives, including nutrition and ergonomics workshops, discounted partnerships with fitness vendors, financial advice, legal benefits, and more.

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 access to licensed behavioral health therapists, coaches, and mindfulness resources.

Death benefit

Lyft generally provides up to 24 months of COBRA premium payments for dependent(s) to continue healthcare coverage (if applicable), 2x annual salary life insurance benefit, and up to 24 months equity acceleration for time-based vesting (not to exceed \$10 million in value of accelerated vesting).

Lyft Pink

Lyft offers complimentary membership to Lyft Pink to 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.



OUTSIDE THE U.S.:

Healthcare

Lyft aligns with tech market practice to provide supplemental medical programs when applicable. All new hires receive their programs upon their date of hire.

Family forming

Lyft provides a global fertility and family-building benefit, to provide team members an inclusive benefit for every unique road to parenthood, including single parents by choice and LGBTQ+ individuals and couples.

Retirement

Lyft offers competitive retirement benefits in countries where there is prevalence toward doing so.

Mental health

Lyft sponsors a global mental and emotional well-being benefit that connects team members and their dependents with effective and convenient care. This benefit includes access to licensed behavioral health therapists, coaches, and mindfulness resources.

Income protection

Where applicable, Lyft provides strong life and disability insurance protection for all team members.

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 our mission and values. Benefit-eligible team members are encouraged to take the time they need and almost all new and existing team members have the choice of where to live and where to work. 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, or 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 cultivate 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 various 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. 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 English as a second language or ESL-related professional development.
- At the beginning of 2022, we launched a Coursera/Google certification program offering a total of 500 seats in five different certification programs. The most selected certification by Lyft team members is "Project Management."
- 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, an experienced manager program, inclusive management, and spot 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.

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 four-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 difficult situations.

⁶² See *Strengthening Community Safety* section for more information.

Data privacy and security

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 & Information Security Teams. This team supports the assessment and mitigation of cybersecurity business risk across Lyft in partnership with cross-functional company stakeholders.

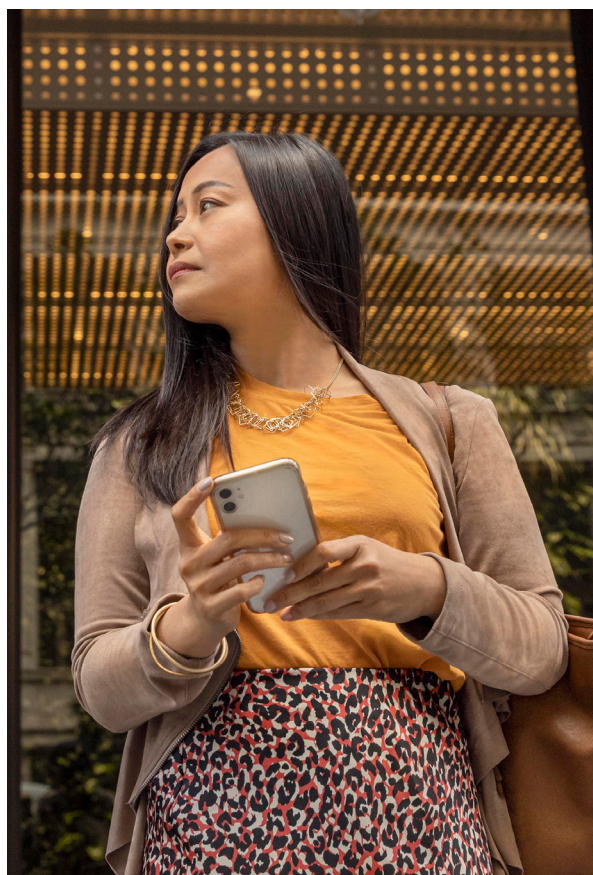
In the ever-changing landscape of cybersecurity threats, Lyft's security team is responsible for building safeguards and detecting and responding to such threats while enabling the business to thrive. We continually monitor and validate critical assets to improve our protection.



Our security principles and workstreams align with the NIST Cybersecurity Framework, which we 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.
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 the policies, processes, and technical infrastructure to support our Privacy by Design philosophy, mitigate privacy risk, and honor our privacy commitments. Read more about our policies [here](#) and our approach to privacy [here](#).

Corporate stewardship and governance

We are committed to corporate governance practices that drive long-term stockholder value and are aligned with Lyft's core values. Lyft's board leadership structure, composition, and oversight responsibilities promote transparency and accountability to stockholders, while also improving and driving the strategic direction of the business.



Our board

A majority of our board members are independent 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 board's audit committee, compensation committee, and nominating and corporate governance committee. In evaluating director candidates, our nominating and corporate governance committee considers a wide range of factors, with an emphasis on diversity, including gender, race, ethnicity, experience, and 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 one-third of our board.

Board diversity

The following matrix summarizes voluntary disclosure of diversity characteristics of our board of directors:

Board Diversity Matrix (as of April 29, 2022)			
Total Number of Directors	9		
	Female	Male	Did Not Disclose Gender
Part I: Gender Identity			
Directors	3	6	0
Part II: Demographic Background			
African-American or Black	1	0	0
Asian-American	1	1	0
White	1	3	0
Two or More Races or Ethnicities	0	1	0
LGBTQIA+	0	0	0
Did Not Disclose Demographic Background	0	1	0

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 compensation philosophy and practices applicable to all employees to determine whether they encourage excessive risk-taking and to evaluate compensation policies and practices that could mitigate such risks.
- 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.
- Oversees social responsibility, environmental, and sustainability matters as it determines appropriate, including review and oversight of our public disclosures and stockholder engagement regarding such matters.
- Oversees our corporate political contributions and lobbying activities.

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



ESG board oversight framework

Our board of directors assesses and evaluates our ESG strategy and how it integrates into our long-term strategy. At the committee level, our nominating and corporate governance committee is primarily responsible for oversight of our ESG matters, including communications with stockholders and other stakeholders; overseeing our annual ESG report; reviewing the composition of our board of directors to ensure the necessary skills are represented to oversee ESG risks and opportunities; and educating our board of directors on relevant ESG matters. Our compensation committee oversees ESG matters relating to our management and talent, including evaluating how our executive compensation programs incentivize our ESG goals; considering how our culture contributes to our ESG efforts; and oversight of risks and goals related to human capital generally. Our audit committee oversees ESG matters relating to disclosures, compliance, controls, and risk management relating to financial matters. Our board of directors receives reports from the committees on these ESG matters and considers them in the context of our overall ESG risk management, messaging, and disclosures.

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. Lyft has adopted a Political Activities Policy, a [summary](#) of which is posted on our public website, to promote compliance with laws and alignment of Lyft's political activity with its mission, and give guidance to team members about their own personal political activity.

Appendix

Lyft GHG Emissions Inventory	2021 Location-Based	2021 Market-based	2020 Location-based	2020 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	1,022	1,022	718	718
Natural Gas Consumption	1,022	1,022	718	718
Scope 2 Emissions Location-Based	6,167	-	8,191	-
Purchased Heating	795	-	1,650	-
Purchased Electricity	5,372	-	6,541	-
Scope 2 Emissions Market-Based (net)		795		1,650
Purchased Heating	-	795	-	1,650
Purchased Electricity	-	4,267	-	6,212
Purchased Electricity (applied RECs)	-	-4,267	-	-6,212
Scope 3 Emissions	1,490,752	1,488,067	1,357,212	1,355,642
Air Conditioning Refrigerant Leakage	1,532	1,532	1,614	1,614
WeWork Natural Gas, Electricity, and Refrigerant	176	176	1,095	1,095
Purchased Goods and Services	21,083	21,083	26,272	26,272
Purchased Goods and Services (Web Hosting)	6,785	6,785	26,245	26,245
Fuel and Energy Usage	1,814	1,814	1,818	1,818
Waste Generated in Operations	5,948	5,948	5,859	5,859
Business Travel	1,703	1,703	3,437	3,437
Employee Commuting	6,290	6,290	6,290	6,290
Transportation and Distribution (TBS)	899	899	1,743	1,743
Use of Sold Products (Consumer Rentals)	1,312	1,312	793	793
Use of Sold Products (Rides)	1,440,329	1,440,329	1,280,475	1,280,475
Use of Sold Products (Lyft Mobile Services)	195	195	-	-
Use of Sold Products (EV Rides) (without RECs)	2,685	3,326	1,570	1,800
Use of Sold Products (EV Rides) (applied RECs)	-	-3,326	-	-1,800
Total GHG Emissions	1,497,941	1,489,884	1,366,121	1,358,010
Carbon Credits applied to Scope 1, 2, 3 Emissions	-	-	-	-745,972*
Net GHG Emissions	1,497,941	1,489,884	1,366,121	612,038

*From April 19, 2018, through June 17, 2020, Lyft offset the GHG emissions from all rides globally. And from September 11, 2018, through June 17, 2020, we made our entire operations carbon-neutral. Lyft's carbon offsets came from a range of projects, including the reduction of emissions in the automotive manufacturing process, renewable energy sources, forestry projects, and the capture and destruction of methane emissions from landfills. All offset credits were certified to approved protocols under the Climate Action Reserve, American Carbon Registry, and Verra Carbon Standard.



Methodology notes

To calculate the carbon footprint of vehicles on the Lyft network, we used [NHTSA's VIN decoder API](#) to obtain detailed information about the characteristics of each vehicle on the Lyft network, such as vehicle trim and drive type. We leveraged these characteristics to match vehicles on the Lyft network 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 the emissions factors of every vehicle and summed up the total 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, 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 emissions from operations over which they have financial or operational control (the control approach) or from operations according to their share of equity (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."⁶³

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 coworking 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 December 31, 2021. Facility data is prorated if the facilities were not leased for the full year of 2021. 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.), and purchased heating from unmetered natural gas
- **Scope 3:** Transport fuel combusted directly by rides provided by drivers using the Lyft Platform, micromobility operations vehicles, consumer rentals, and mobile services; 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.

⁶³ Pankaj Bhatia et al., "Corporate Value Chain (Scope 3) Accounting and Reporting Standard," World Resources Institute (WRI).