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INTRODUCING

Lyft's 2023 Economic Impact Report¹

In 2022, North America was on the move again. People were commuting more, going back to in-person school, restaurants, and places of worship, and traveling again.² As daily life and transportation has evolved, so has Lyft's impact on drivers, riders, and communities across the continent.

We talked to these riders and drivers, asking them to tell us more about their lives and the role that Lyft plays. Thousands of adults, of every age, race, and background, told us how they rely on Lyft's transportation network to get to the places that mattered to them. Here's what we learned:



Drivers continued to use Lyft's platform to earn money in ways that fit around their busy lifestyles.

We saw and heard firsthand that drivers from all walks of life are leveraging the flexibility of the Lyft platform to support their families and achieve their dreams, and Lyft is re-imagining models of work to meet their needs. This is why the overwhelming majority of drivers support policies like Washington State's HB 2076 and California's Prop 22, under which drivers remain independent contractors, maintain the flexibility they need, and receive additional benefits.



Millions of riders from communities across the U.S. and Canada rely on Lyft as an integral part of their life. In 2022, more than 45 million people used the Lyft platform to find a driver, a bike, or a scooter. Riders tell us they use Lyft to find transportation to work, play, and run errands, but not all riders have the same needs. Lower-income riders and riders with disabilities are more likely than other riders to use Lyft to find transportation for work, errands, and healthcare-related trips.



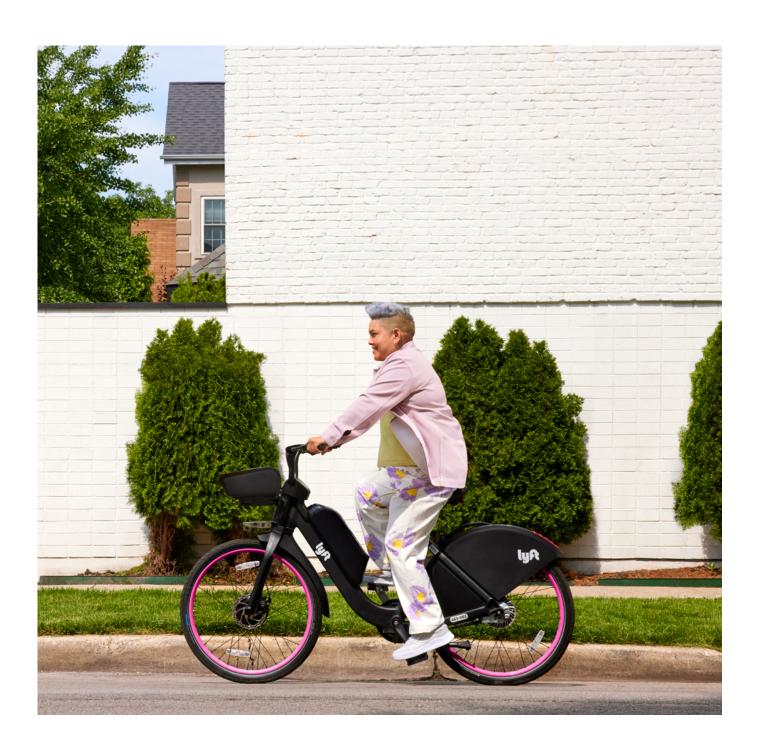
Communities are stronger - economically and socially - because of Lyft. Whether through our long-running LyftUp programs or through expanding transportation access, riders have saved money, gotten to job interviews, and made it to the polls on Election Day by using Lyft to find transportation. And third-party research shows that when the Lyft network enters a market, DUI incidents decrease.³



The future of transportation is green and leaves communities more connected than ever before. Lyft is contributing to that future by providing viable alternatives to car ownership and working to ensure that these alternatives are cleaner. This work is paying dividends. Lyft riders own over 8 million fewer cars because of rideshare and are using Lyft's network of rideshare, bikes, and scooters as a complement to public transit. At the same time, we are giving drivers support that paves the way for a fully-electric future that benefits everyone.

Our 2023 Economic Impact Report leverages surveys of drivers and riders, third-party research, and our own firsthand observations to better understand the impact that Lyft has in communities. North America is on the move, and we're proud to be a part of the ride.



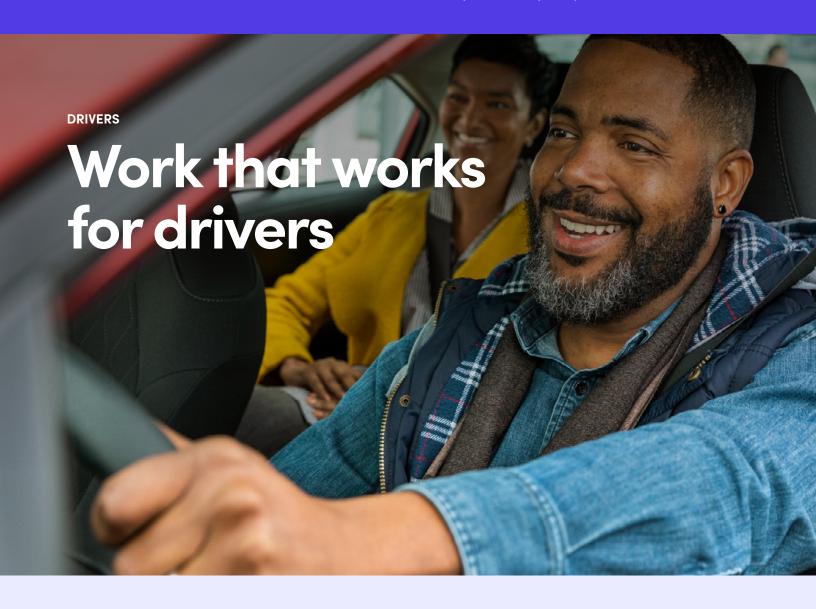


Detailed information on the data sources and methodology used throughout this report are presented in the accompanying Methodological Supplement.

 2 Rev Staff, "The year in data: How, when, and where we got around in 2022," Lyft, Jan. 4, 2023.

³Casanova Powell Consulting and Dr. Ryan C. Smith, "<u>Rideshare Volume and DUI Incidents in Target California Communities</u>," NDAA, Sept. 28, 2020. Casanova Powell Consulting and Dr. Ryan C. Smith, "<u>Rideshare Volume and DUI Incidents in Atlanta, Georgia</u>; <u>Chicago, Illinois; and Fort Worth, Texas</u>," NDAA, Mar. 26, 2021.





Drivers are busy people. Outside of Lyft, they work full-time for other companies, are parents, small-business owners, students, and teachers. They need flexibility to earn on their own terms and pursue their dreams.

They tell us time and again: they want independence. Across North America, drivers are using the Lyft platform to make work work for them.



20%

of drivers are **aged 55 and over.**

23%

of drivers are female.

8%

of drivers are members of the **LGBTQ+ community.**

9%

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

39%

of drivers **speak a language other than English at home** —
more than two-thirds of this
group speak Spanish at home.

35K

We estimate that more than 35K live with a disability.

11%

of drivers are retired.





of drivers are members of a community of color.4

33%

Hispanic or Latin American, compared with 18% of the U.S. population in 2021.⁵

11%

Asian, Asian American/
Canadian, Native Hawaiian, or
Pacific Islander, compared with
7% of the U.S. population in 2021.⁷

3%

Native American, Alaskan Native, First Nation, Indigenous, or Métis, compared with 2% of the U.S. population in 2021.9 23%

Black, African American/ Canadian, or Afro-Caribbean, compared with 14% of the U.S. population in 2021.⁶

4%

Middle Eastern, Arab, or Persian.⁸



Drivers need the flexibility that independent contracting provides

Flexibility is crucial to drivers as it allows them to earn around their numerous other commitments and pursue their dreams. Minute-by-minute flexibility is unique to independent work, and exists in sharp contrast with the rigid schedules imposed on employees.



90%

of drivers work or are students in addition to engaging in app-based work.¹⁰

68%

have a job or are looking for a job outside of app-based work.

19%

own a business in addition to driving on the Lyft platform.

53%

routinely provide care for family members or other loved ones.¹¹

12%

are students.



94%

of drivers say a flexible schedule is very or extremely important.

72%

For 72% of those who **work full-time** in addition to driving, it's because they can drive hours that do not conflict with their work schedule.

57%

For **full-time students**, 57% say it's because they can drive hours that *do not conflict with their classes*.

54%

For 54% of those who **routinely provide care for loved ones**, it's because the flexibility allows them to be available for those in their care.

43%

For 43% of those **with a disability**, flexibility is important because it allows them to respond to their healthcare needs.



Drivers choose app-based work because it works for them

App-based work provides people with access to uniquely flexible opportunities that allow them to earn around their other commitments. Data shows that drivers on the Lyft platform make use of that flexibility.

Drive when you want, take the breaks you want, and return when you want without negative consequences.



Students can take time off from driving to study for finals.



Employees with jobs outside of app-based work can select hours that don't conflict with their scheduled jobs.

44%

of drivers **took a break of at least 4 consecutive weeks** in 2022, and then returned to driving.

• 16% took a break of at least 12 weeks.

14%

drive only outside of traditional working hours.

4%

drive only between 9am and 5pm on weekdays.

11%

drive only on weekdays.

16%

of drivers said they signed up to drive with Lyft to get through temporary unemployment.

With Lyft, drivers can log on and off the app at any time.

Driver app is on...



...but when something comes up...



...driver can turn off the app.





Drive where you want with as much or as little transition time as you want.



Military spouses can continue earning as soon as they arrive at their new post.



People can get out and earn while visiting family and friends in another state.

45%

drove in more than 1 metro area in 2022, including:

- 24% in 2 metro areas
- 4% in 5 metro areas
- 10% in 3 metro areas
- 5% in 4 metro areas
- 2% in 6 metro areas or more

Drive for however long - or short - you want.



Parents can turn off their app at any time to pick up a sick child from school.



Drivers can call it a day when inclement weather strikes.

94%

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

1:23

Drivers come online for an average of 1 hour 23 minutes at a time.





Drive with whichever apps you want.



People can keep multiple apps open simultaneously and accept only the most lucrative work offers.



Those who crave variety can switch between Lyft and other rideshare or delivery apps at will. **67%**

of drivers work on other app-based platforms.

53%

work on other ridesharing platforms.

40%

work on **delivery platforms.**

Cash out when you want.



Drivers hit with an unexpected bill can access their platform earnings to cover that expense.



Parents can earn a few last-minute extra dollars and then cash out immediately before an upcoming family vacation.

64%

of drivers used Lyft's Express Pay feature in 2022, which allows drivers to **cash out their earnings** immediately rather than wait for payday.¹²

"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



Drivers want to maintain their independence

We wanted to understand whether drivers want to be independent contractors, employees, or something else. We asked them, and the results were clear.





Drivers want to maintain their independence.

92%

of drivers **support a policy proposal** under which drivers would remain independent contractors, maintain the current flexibility they enjoy, and be given some, but not all, of the benefits that employees receive. **5**x

Drivers are more than 5 times as likely to prefer a work arrangement that includes both flexibility and benefits, as with Washington State's HB 2076 and California's Prop 22, than they are to prefer being an employee.



Flexibility is central to why drivers want independence.

65%

of drivers would **stop driving with app-based platforms** if they lost their independence.

The ability to drive when, where, and for how long they want is the **most important** factor for drivers when choosing between work arrangements.





Lyft is fighting for the policies that drivers say works best for them

Lyft is committed to advocating for what the overwhelming majority of drivers want and need to earn around their other commitments. We are on the forefront of advocating for novel policy solutions that provide drivers with the benefits that they want, while preserving the independence that they need.

California's Prop 22. In 2022, California drivers on the Lyft platform were over 4 times more likely than not to say that Prop 22 has been good for drivers like them.



Preserved driver independence and earnings.

Median hourly earnings of drivers on the Lyft platform in CA were 49% higher in 2022 than in 2019.



Unlocked new benefits.

For example, thousands of CA drivers on the Lyft platform received the Prop 22 healthcare benefit in 2022.

Washington State's HB 2076. Advancing driver interests in Washington State.



HB 2076 protects the independence and flexibility of WA drivers while providing them with new benefits.



The result of extensive collaboration between Lyft, labor unions, and elected officials, HB 2076 largely took effect in January 2023.

Across North America, Lyft is engaging with drivers, partners, and policymakers to figure out what works best for drivers and how to forge those policies into durable solutions for the future. Through this engagement, we have been at the forefront of crafting policies that maintain the **freedom and independence that drivers need** while **providing drivers with additional protections and benefits.**





⁴The phrase communities of color may include Black, Indigenous, Hispanic, Asian, Pacific Islander, and Native Hawaiian populations. We use this phrase acknowledging that each community has its own unique history and experience of racism in North America. Please see the accompanying <u>Methodological Supplement</u> for further details. The enumerated groups are neither mutually exclusive nor exhaustive.

⁵U.S. Census Bureau, <u>2021 American Community Survey 5-Year Estimates</u>. The values describe the percent of drivers and of the U.S. population who identify with Hispanic or Latin American identity irrespective of race.

⁶U.S. Census Bureau, <u>2021 American Community Survey 5-Year Estimates</u>. The values describe the percent of drivers and of the U.S. population who identify as a member of the enumerated groups either alone or in combination with one or more other races irrespective of Hispanic or Latin American heritage.

7U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates. The values describe the percent of drivers and of the U.S. population who identify as a member of the enumerated groups either alone or in combination with one or more other races irrespective of Hispanic or Latin American heritage.

^eComparisons against the U.S. population are excluded from this datapoint as the U.S. Census Bureau includes these groups as white or Caucasian.

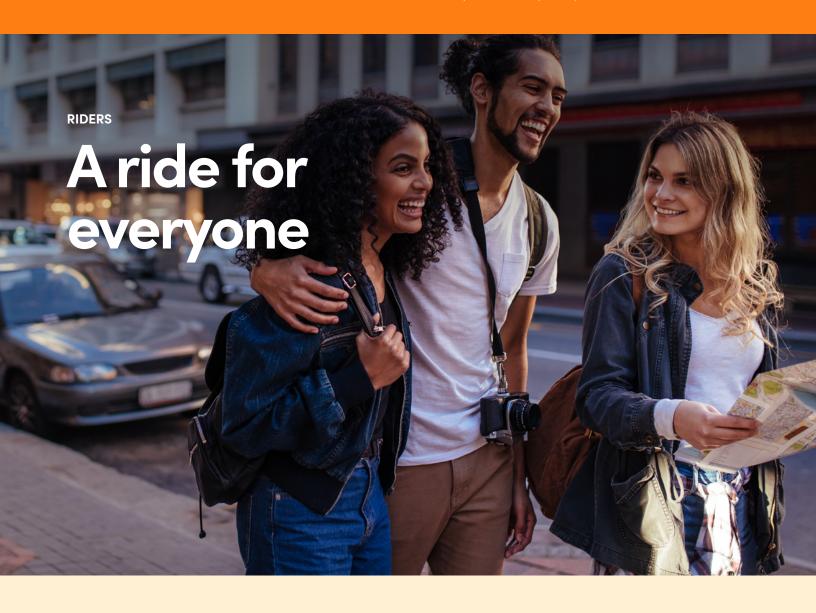
⁹U.S. Census Bureau, <u>2021 American Community Survey 5-Year Estimates</u>. The values describe the percent of drivers and of the U.S. population who identify as a member of the enumerated groups either alone or in combination with one or more other races irrespective of Hispanic or Latin American heritage.

¹⁰We have changed this statistic from the version published in prior years in order to focus exclusively on driver commitments outside of app-based work. Had we maintained the same version published in the 2022 EIR, the statement in the 2023 EIR would read: 96% of drivers work or are students in addition to driving with Lyft. Please see the Methodological Supplement for additional information.

"Caregiving is included in this list 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.

¹²For more information about Lyft's Express Pay feature, please visit <u>our website</u>.





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





of riders are members of a community of color.¹³

21%

Hispanic or Latin American, compared with 18% of the U.S. population in 2021.¹⁴

1%

Middle Eastern, Arab, or Persian.¹⁷

19%

Black, African American/ Canadian, or Afro-Caribbean, compared with 14% of the U.S. population in 2021.¹⁵

2%

Native American, Alaskan Native, First Nation, Indigenous, or Métis, compared with 2% of the U.S. population in 2021.¹⁸ **7**%

Asian, Asian American/Canadian, Native Hawaiian, or Pacific Islander, compared with 7% of the U.S. population in 2021.¹⁶

16%

of riders are members of the **LGBTQ+ community**, compared with an estimated 7% of the U.S. population.¹⁹

20%

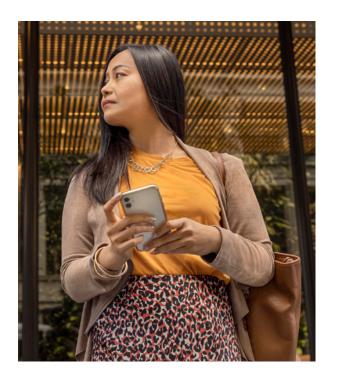
of riders are students.

\$55K

median household income of U.S. Lyft riders.

\$69K CAD

median household income of Canadian Lyft riders.





A ride for every trip

Riders use Lyft to find transportation to access economic opportunities, make essential trips, during their leisure time, and to connect to other transportation modes.

ECONOMIC OPPORTUNITIES





ESSENTIAL TRIPS





related trips

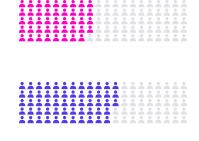
CONNECT TO OTHER MODES



58% Travel to/from airports



LEISURE TIME



on vacation

entertainment and recreation



Of the 26% of riders who have used the Lyft platform to access healthcare services:20

84%

say they have used Lyft for doctor's appointments.

23%

say they would be less likely to make it to their healthcarerelated appointments regularly if they did not have access to Lyft or other ridesharing services.



Lower-income riders rely on Lyft to find transportation for important trips



\$55K

median household income of U.S. Lyft riders.

\$69K CAD

median household income of Canadian Lyft riders.

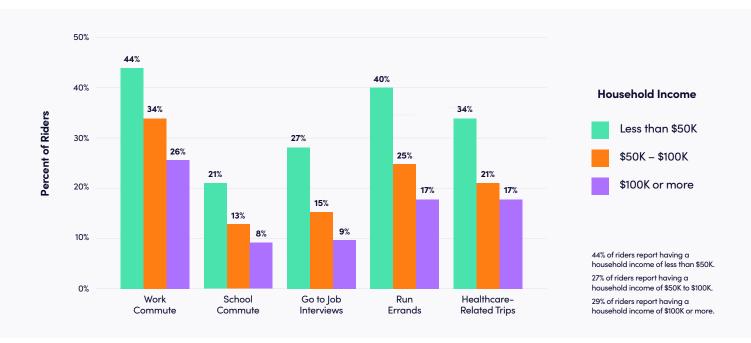
Lower-income riders²¹ are significantly more likely than higher-income riders²² to use Lyft to find transportation for work, interviews, and healthcare:

70%

Over 70% more likely to use Lyft to find transportation to work.

2x

2x more likely to use Lyft to find transportation to healthcare-related trips.





43%

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



92%

of riders say that Lyft increases access to transportation in their communities.



Lyft provides transportation access to individuals with disabilities

3.5M

We estimate that over 3.5 million riders living with a disability use the Lyft platform.

OF THOSE RIDERS:

36%

reported having motor function impairment.

16%

reported having cognitive impairment. 13%

reported having vision loss.

83%

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

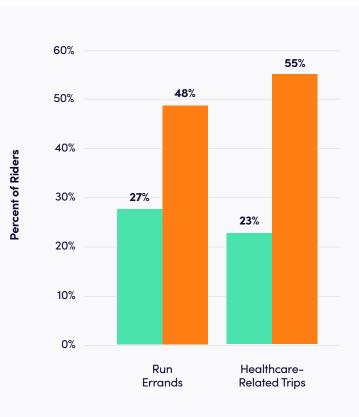


93%

of riders living with a disability say that Lyft has increased their access to transportation.

Riders living with a disability are significantly more likely than other riders to use Lyft to find transportation for healthcarerelated trips and to run errands.









¹⁵The phrase communities of color may include Black, Indigenous, Hispanic, Asian, Pacific Islander, and Native Hawaiian populations. We use this phrase acknowledging that each community has its own unique history and experience of racism in North America. Please see the accompanying Methodological Supplement for further details. The enumerated groups are neither mutually exclusive nor exhaustive.

14U.S. Census Bureau, 2021 American Community Survey 5-Year Estimates. The values describe the percent of drivers and of the U.S. population who identify with Hispanic or Latin American identity irrespective of race.

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¹⁸U.S. Census Bureau, <u>2021 American Community Survey 5-Year Estimates</u>. The values describe the percent of drivers and of the U.S. population who identify as a member of the enumerated groups either alone or in combination with one or more other races irrespective of Hispanic or Latin American heritage.

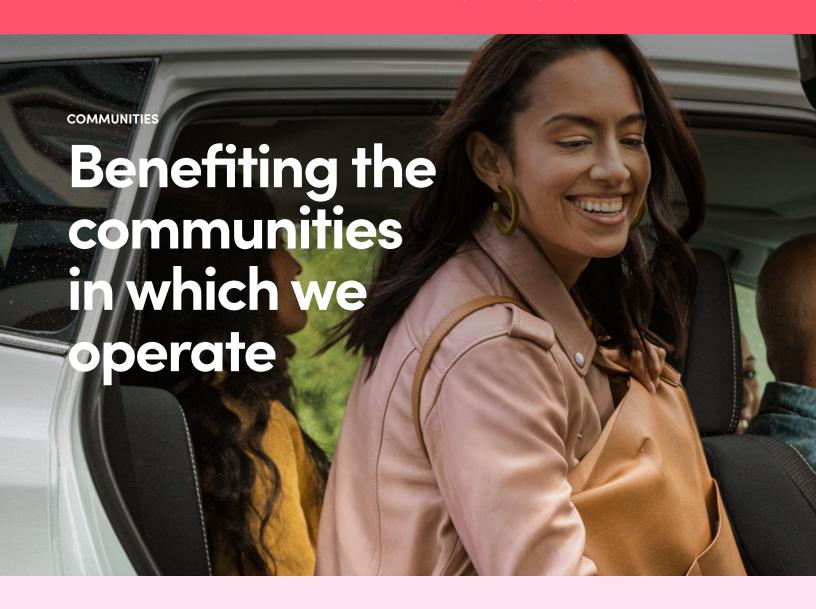
¹⁹Jones, Jeffrey M. 2022. "<u>LGBT Identification in U.S. Ticks Up to 7.1%</u>" Gallup.

²⁰This figure does not include healthcare rides provided by the Lyft Concierge Platform, which allows health plans and health systems to request rides on behalf of riders.

 $^{\rm 21} \mbox{Defined}$ as riders who report an annual household income of less than \$50,000.

 $^{\rm 22} \mbox{Defined}$ as riders who report an annual household income of \$100,000 or more.





Lyft benefits the communities in which we operate by helping riders find access to transportation, stimulating spending, and facilitating community engagement.



Putting money back into communities and local businesses



172M



\$ \$6.5B

Riders saved 172 million hours compared with other transportation modes. The estimated combined value of that time savings and travel cost savings as a result of Lyft is \$6.5 billion.²³

Our long-running LyftUp programs provide access to free or discounted rides for low-income individuals to access essential needs such as groceries, interviews, and vaccines. In 2022, we estimate that we provided access to over 4.6 million discounted or donated car, bike, and scooter rides to help under-resourced communities access key resources, like food and employment.

In 2022, job seekers accessed more than 50,000 rides to job trainings, job interviews, or new jobs through our Jobs Access program.²⁴

Lyft's Jobs Access program operates in 39 locations across the U.S.





Strengthening community ties

100K

Helped almost 100K people **get to the polls during the 2022 election** by providing access to free and discounted rideshare, bikeshare, and scooter rides.²⁵

3M

Almost 3 million riders have used Lyft to find a rideshare driver to go to a polling location, to drop off their ballot in a dropbox, or to go to a voter registration drive or related event.²⁶

1M

More than one million riders have used Lyft to find a rideshare driver to get to shelter during a natural disaster, such as a hurricane or wildfire.²⁷



46%

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



37%

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

\$3M

In 2022, Lyft riders donated over \$3 million through our Round Up & Donate program. These donations have benefitted numerous deserving organizations across North America, including:







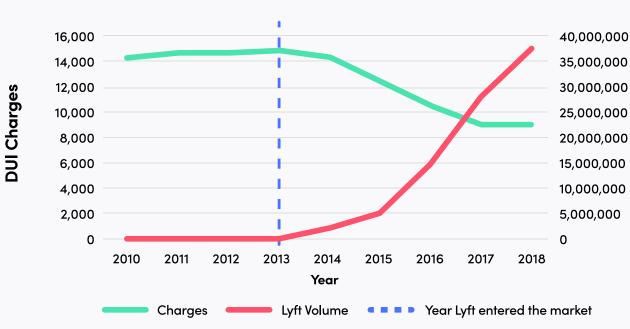






Lyft is associated with decreasing impaired driving incidents

Los Angeles Lyft Ride Volume and DUI Charges



Lyft Ride Volume

Studies commissioned by the National District Attorneys Association²⁸ found that Lyft was associated with: ↓ 40%

decrease in DUI

charges in Los Angeles

↓ **52%**decrease in DUI
charges in Atlanta

↓ 25%

decrease in DUI

arrests in San Diego

↓ 40% decrease in DUI

arrests in Chicago

↓ 31%

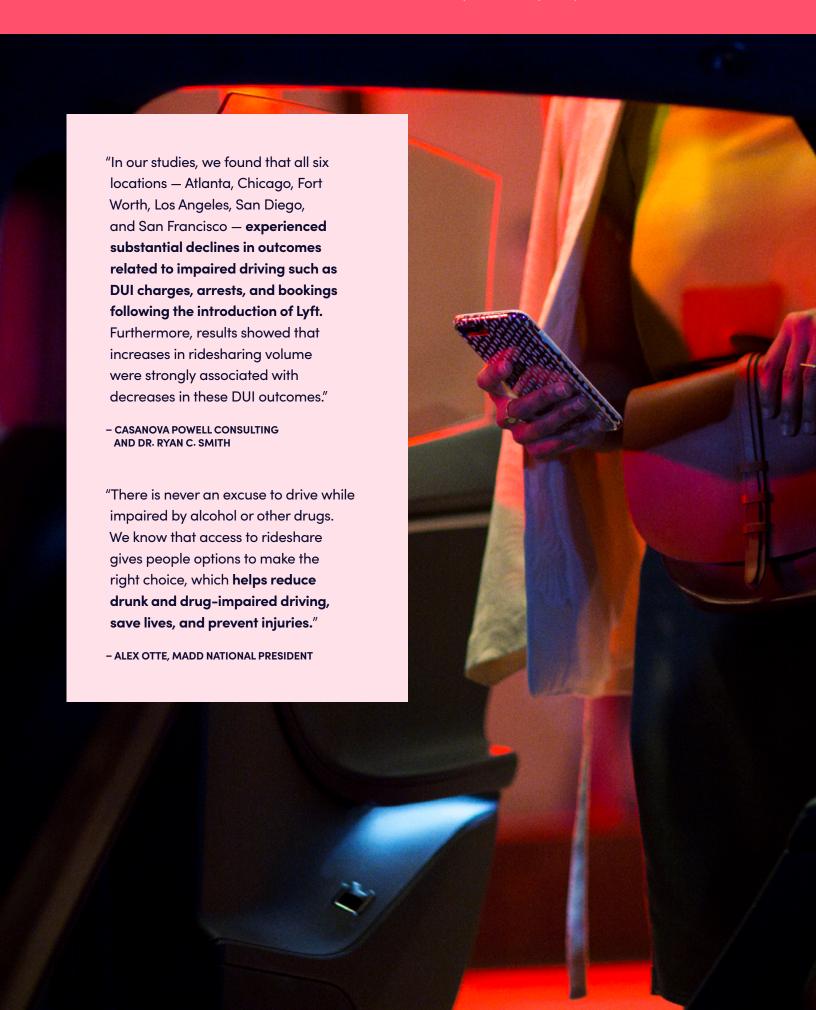
decrease in DUI bookings in San Francisco

↓ 7.5%

decrease in DUI

arrests in Fort Worth







49%

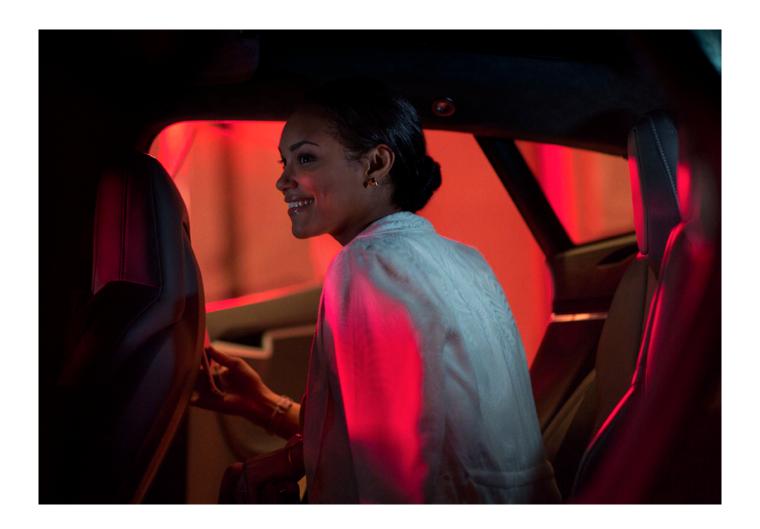
of riders are **aged 18 to 34**, part of the age group (16 to 34) involved in nearly half of alcoholinvolved fatal crashes in the U.S. in which the driver was over the legal limit (0.08).²⁹

 63% 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.



60%

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.







 $^{^{\}rm 23}\text{Analysis}$ conducted by Land Econ Group using operational and survey data provided by Lyft.

²⁹NHTSA, "<u>Traffic Safety Facts: Alcohol-Impaired Driving</u>," Dec. 2019.



 $^{^{24}\}mbox{For more}$ information on the LyftUp Jobs Access program, please visit our $\underline{\mbox{website}}.$

^{25"}Lyft Announces 50% off Rideshare, Bikeshare, and Scooter Rides to the Polls on Election Day," Lyft, Oct. 20, 2022.

²⁶Measured as the total number of riders in the population multiplied by the share of riders that reported that they have used Lyft's network to find a rideshare driver to go to a polling location, to drop off their ballot in a dropbox, or to go to a voter registration drive or related event.

 $^{^{27}}$ Measured as the total number of riders in the population multiplied by the share of riders that reported that they have used Lyft's network to find a rideshare driver to get to shelter during a natural disaster, such as a hurricane or wildfire.

²⁸Casanova Powell Consulting and Dr. Ryan C. Smith, "<u>Rideshare Volume and DUI Incidents in Target California Communities</u>," NDAA, Sept. 28, 2020. Casanova Powell Consulting and Dr. Ryan C. Smith, "<u>Rideshare Volume and DUI Incidents in Atlanta, Georgia</u>; <u>Chicago, Illinois</u>; <u>and Fort Worth, Texas</u>," NDAA, Mar. 26, 2021.



Lyft is building the future of low-carbon transportation. By decreasing personal car ownership and creating a multimodal network of cleaner³⁰ alternatives, Lyft is contributing to a greener, more sustainable world.



Reducing personal car ownership



Lyft riders own over 8 million fewer vehicles because of rideshare:



Riders are ditching their cars.

Riders have sold, donated, or otherwise discarded more than 2.1 million cars because of the availability of Lyft and other ridesharing services.31



And they're not getting new ones.

If Lyft and other ridesharing services did not exist, our riders would have purchased more than 5.9 million more cars.32



It all adds up to fewer vehicles.

Drivers on the Lyft platform acquired approximately 400K additional cars in order to drive with Lyft or any other ridesharing platform.33 This means that even when accounting for cars acquired by drivers, Lyft users own over 7.6 million fewer cars.



38%

of Lyft riders do not own or lease a car.

30%

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





A multimodal network

More than a rideshare company, Lyft operates an extensive multimodal network that includes transit integration, bikes, scooters, and car rentals in addition to rideshare. Through this network, the Lyft platform meets the diverse needs of riders and supports more connected, healthier communities. The Lyft platform is a critical part of the transportation ecosystem.

49%

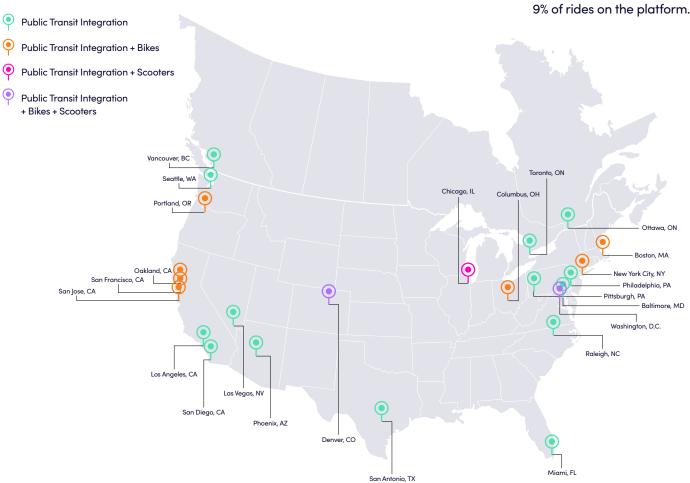
of riders have used a Lyft service to get to or from public transit. 39%

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

58%

of riders have used Lyft to get to or from an airport. 9%

Late-night rides, which occur when public transit services are often limited or unavailable, account for





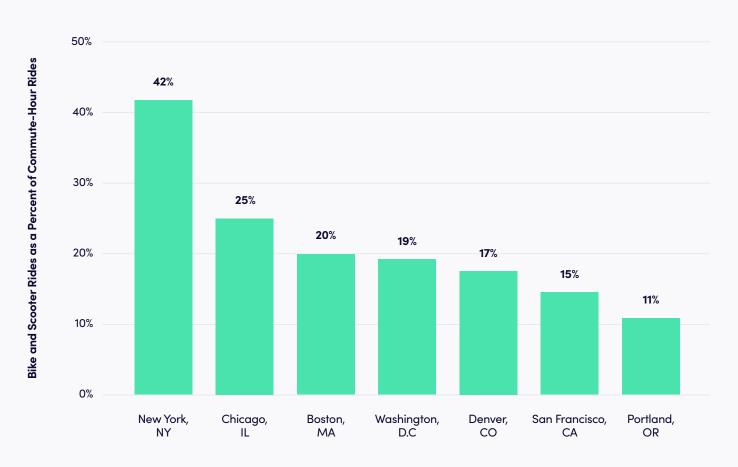


In 2022, **people biked over 91 million miles** on Lyft-operated bikeshare systems.

Lyft operates one of the largest shared micromobility networks in North America. Citi Bike — the Lyft-operated bikeshare system in NY and NJ — is the largest docked bikeshare system outside of East Asia.



People are using Lyft-operated shared micromobility as an integral part of their daily commute.

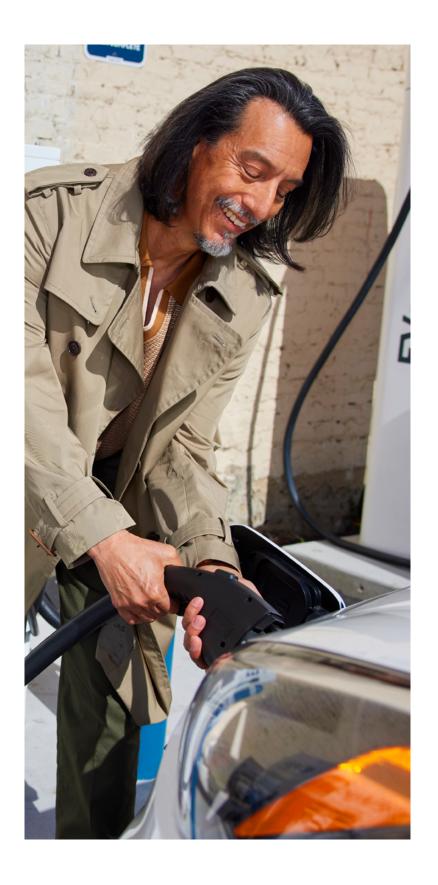




The future is electric

Three years ago, Lyft made an industry-leading commitment to reach 100% electric vehicles (EVs) by the end of 2030.³⁴ Since then, we've worked closely with a variety of partners to accelerate the transition to EVs — on our platform and off. Most importantly, we're giving drivers support that paves the way to a fully-electric future that benefits everyone.

- The share of platform miles driven by EVs in 2022 more than doubled since 2021.
- Each rideshare EV can reduce up to 3x more emissions per year than a personally owned EV due to high utilization.
- Riders are 38% more likely to consider purchasing an EV if they have previously taken a ride in an EV, as compared to those who have never ridden in one. (Excludes riders who own EVs.)
- Among drivers who do not currently own an EV, the majority say that they would consider purchasing one, but share concerns about cost and charging infrastructure.







We're doing our part to support drivers' goals.

Last year, Lyft rolled out a suite of offerings to make it easier, more cost effective, and more lucrative for drivers to transition to an EV.



Earnings incentive

Drivers in California can earn an extra \$150 every week by giving 50 rides in their personal EV until the end of 2024.



Fast charging discounts

U.S. drivers on Lyff's network can access a discount of up to 45% off of EVgo's Pay As You Go rates.



Cashback

Drivers can get between 1–7% cashback on public charging with the Lyft Direct debit card.



Home charging discounts

Drivers can get a Lyftspecific discount on home charger hardware and installation through our partners Wallbox and COIL.

In addition to showing up for our drivers *on* the platform, we're advocating *off* the platform for additional improvements to EV policy, infrastructure, and affordability for everyone.

³⁵Jenn, Alan. 2020. "Emissions benefits of electric vehicles in Uber and Lyft ride-hailing services." Nature 5:520-525.



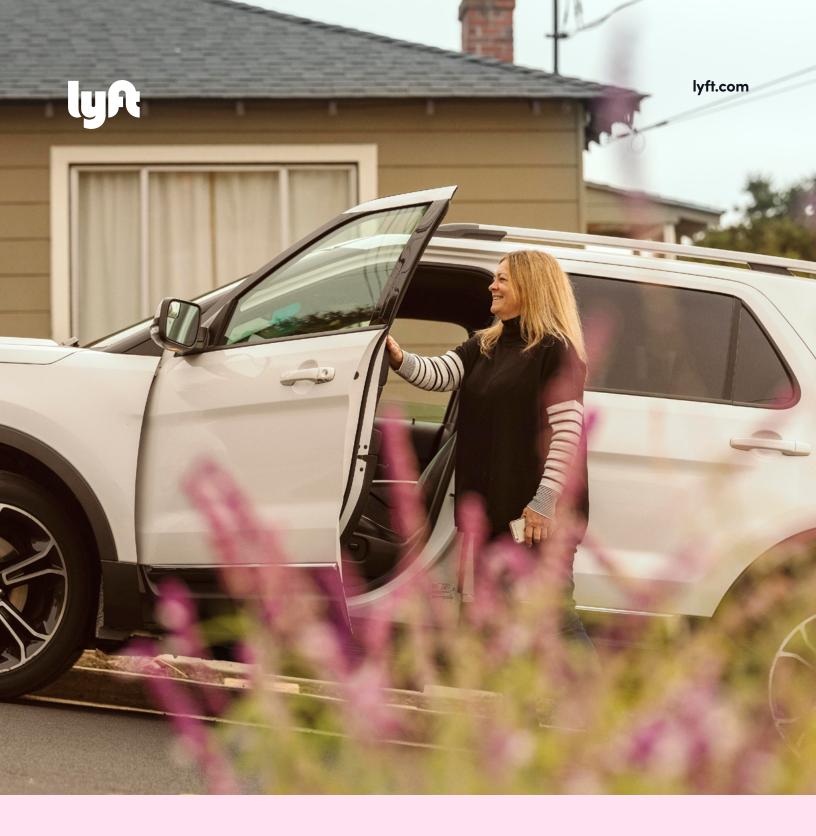
³⁰See the Environment section of Lyft's <u>2022 ESG Report</u> for additional details.

³¹Measured as the total number of riders in the population multiplied by the share of riders that reported that they have sold, donated, or otherwise discarded and the number of cars they reported discarding because of the availability of Lyft and other ridesharing services.

³²Measured as the total number of riders in the population multiplied by the share of riders that reported that the availability of Lyft and other ridesharing services impacted their decision to not acquire a car.

³³ Measured as the total number of drivers in the population multiplied by the share of drivers that reported acquiring a car in order to drive with Lyft or any other ridesharing platform.

^{34"}Leading the Transition to Zero Emissions: Our Commitment to 100% Electric Vehicles by 2030," Lyft, June 17, 2020.



Various statements in this report, including statements about Lyft's strategies, commitment to electric vehicles, plans to implement such commitment, and statements about the future of transportation, car ownership, electric vehicle adoption and the pervasiveness of micromobility, 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. We undertake no obligation to update or revise publicly any forward-looking statements, except as required by applicable law.