

LYFT 2021

Economic Impact Report



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DRIVERS

Work that works for drivers.¹

Drivers have spoken, and they want independence. Across North America, drivers are using the Lyft platform to make work work for them.

They are busy people. Outside of Lyft, they are parents, full-time employees, small-business owners, students, and teachers. They need the independence to earn around their other commitments.



¹ Detailed information on the data sources and methodology used throughout this report are presented in the related [Methodological Supplement](#).

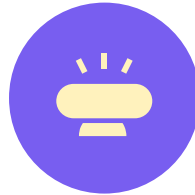
Driving on the Lyft platform.



Independence is central to why people choose to drive on the Lyft platform.

What does independence mean?

- Drivers can drive whenever, wherever, and for however long they want.
- Drivers can choose to accept or reject any ride they are offered.
- Drivers can earn on multiple platforms, including Lyft's competitors.



Drivers don't work for Lyft, Lyft works for drivers.

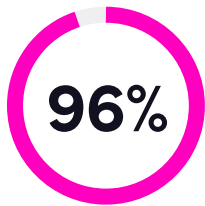
- Parents can turn off their app at any time to pick up a sick child from school.
- Students can take time off from driving to study for finals.
- Freelancers can sign on when their primary income is insufficient.
- Employees with jobs outside of app-based work can select hours that don't conflict with their scheduled jobs.
- Furloughed workers can sign on to supplement their income.

“

During the two years I've driven with Lyft, the flexible schedule has meant I can help take care of my elderly grandmother and pursue my dreams as an entrepreneur in the entertainment business.”

— MARCELL HAWKINS, CA RIDESHARE DRIVER

Drivers work outside of Lyft.



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

70%

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

15%

own a business apart from driving.

57%

are caregivers for family members or other loved ones.²

12%

are students.



Drivers work or have worked in a variety of occupations in addition to driving on the Lyft platform.

3.9%

First responders, nurses, or pharmacy workers

13%

Retail and hospitality

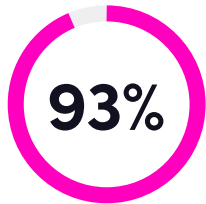
4.0%

Government employees (local/municipal, state/province, or federal)

6.9%

Taxi drivers

Drivers need the flexibility that independent contracting provides.



93%
of drivers say a flexible schedule is very or extremely important.

Flexibility is crucial to drivers. It allows them to earn around their numerous other commitments.

79%

For 79% 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*.

68%

For **full-time students**, 68% 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*.

Earning on the Lyft platform and other app-based work is a lifeline for people who are excluded from the traditional labor market.

70%

of **disabled drivers** say that it is *difficult for them to work a job that requires a set schedule* because of their disability.

94%

of **disabled drivers** say that Lyft and other app-based work provides them with the *freedom and flexibility to work around their disability*.

32%

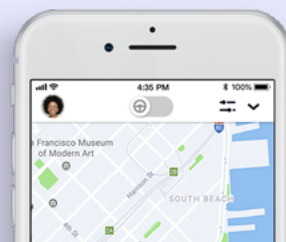
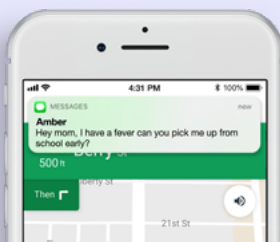
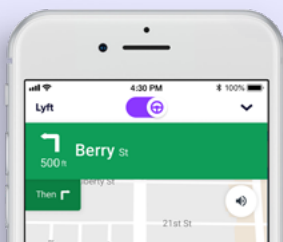
of drivers **who do not earn** outside of doing app-based work say that they *cannot work a job with scheduled shifts* because of their other responsibilities.

Driving with Lyft means drivers have the flexibility to turn the app on and off to work whenever, wherever, and for however long they want.

Driver app is on ...

... but if something comes up ...

... driver can turn off the app.



Drivers choose app-based work because it works for them.

Drivers use the Lyft platform when it suits their needs.



95%
of drivers drive fewer than 20 hours per week. **These** drivers give the majority of rides on the Lyft platform.

Drivers switch between Lyft and other app-based platforms according to their needs and interests.

65%
of drivers report having worked on other app-based platforms in 2020 in addition to their other varied commitments.

51%
have worked on other ridesharing platforms.

38%
have worked on delivery platforms.

69% of drivers identify as members of racial and/or ethnic minority groups.³

22%
Black, African American, or Afro-Caribbean, compared with 14% of the U.S. population in 2019.⁴

29%
Hispanic or Latinx, compared with 18% of the U.S. population in 2019.⁵

13%
Asian, compared with 6.6% of the U.S. population in 2019.⁶

21%
are female.

8.1%
are veterans of the U.S. armed forces.⁷

37%
speak a language other than English at home. More than half of these drivers speak Spanish at home.

20K
An estimated 20K live with a disability.

25%
are over the age of 50.

7.0%
identify as members of the LGBT+ community, compared with an estimated 4.5% of the U.S. population.⁸

7.9%
are retired.

Independent work on the Lyft platform has filled people's financial gaps during the COVID-19 pandemic.

Lyft provided an accessible method of earning for those whose income was impacted by the pandemic.



of drivers said that they drove more during the pandemic because they were laid off, furloughed, or had their hours or pay cut because of COVID-19.



Drivers want to maintain their independence.

We wanted to understand whether drivers want to be independent contractors, employees, or something else. To understand what drivers want, we designed and conducted a paired conjoint survey experiment. The results were clear.



Independence is best for drivers.

Drivers were nearly **4 times as likely** to prefer a work arrangement that includes both flexibility and benefits, as with California's landmark Prop 22.



Flexibility is central to why drivers want independence.

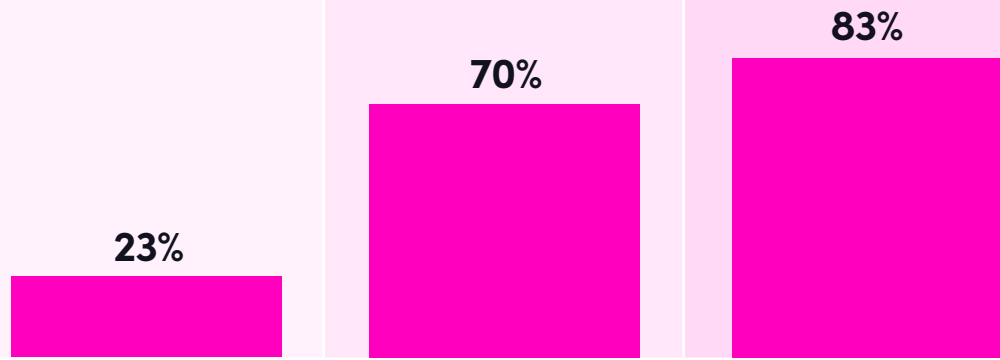
The ability to drive when, where, and for how long they want was the most important factor for drivers.

See the detail box for more information on this experiment.

Driver preferences over work arrangements.

	Employee	Independent Contractor	Independent Contractor With Benefits
Pay	Flat hourly rate <ul style="list-style-type: none"> Minimum rate: State/local minimum wage Maximum rate: State/local minimum wage 	Variable compensation based on rides given <ul style="list-style-type: none"> Minimum rate: No minimum Maximum rate: No limit 	Guaranteed minimum rate for rides given, with opportunity to earn more <ul style="list-style-type: none"> Minimum rate: 120% of state/local minimum wage Maximum rate: No limit
Benefits	Set package of benefits including: <ul style="list-style-type: none"> Workers' compensation for on-the-job injuries Unemployment insurance Health insurance (must drive at least 30 hours/week) Unpaid family and medical leave Social Security and Medicare contributions 	None	An account to fund your choice of benefits that are important to you
Becoming a driver	Need to apply for a job and be hired	Can sign on whenever you want	Can sign on whenever you want
Schedule	Drive scheduled shifts in pre-specified locations	Drive when, where, and for how long you want	Drive when, where, and for how long you want
Time off	Limited paid time off, approval required	Unlimited unpaid time off, approval not required	Unlimited unpaid time off, approval not required
Driving on other ridesharing and delivery platforms	Prohibited	Permitted	Permitted
Accepting and rejecting rides	Must accept all offered rides	Can choose whether to accept or decline rides	Can choose whether to accept or decline rides

90%
60%
30%
0%



Employee

Independent Contractor

Independent Contractor With Benefits

Paired conjoint survey experiment on driver classification preferences.

The debate over whether drivers want to be independent contractors or employees is predicated on a false choice. The terms “independent contractor” and “employee” identify legal classifications of specific work arrangements. While certain components of these arrangements are important for the classification, they are not necessarily important in the same way to the workers. These components include methods of determining pay, benefits provision, expected supervision, scheduling, and control over performance, among others. The debate should therefore focus on what drivers say is better for them with respect to the individual components of work arrangements. To this end, we designed and conducted a paired conjoint survey experiment⁹ in which we asked drivers to identify which of two work arrangements would be better for them.

Each work arrangement was defined by seven dimensions and each dimension was populated by randomly assigned, salient values. On pay, for example, these values included whether drivers would earn a flat hourly rate typical of traditional employment, a variable rate with a guaranteed minimum as under California’s landmark Prop 22, or a truly variable rate typical of traditional contracting.

The results indicate that a **flexible schedule is the single most important attribute**: *Drivers are 15 percentage points more likely to say that a work arrangement is better for them if it provides them with the ability to drive when, where, and for how long they want* than one that requires them to drive scheduled shifts in pre-specified locations. We then measured the probability that a driver would say that each of the archetypal models is better for them. The results were unequivocal: **According to drivers, the independent contractor with benefits model is 3.7 times more likely to be better for them than the employee model.** Specifically, the probability of a driver selecting the independent contractor with benefits model was 83%, while the probability of a driver selecting the employee model was 23%. Indeed, with a 70% probability of selection, even the status quo independent contractor model far outstripped the employee model.

Further details are available in the [Methodological Supplement](#).

⁹ See, e.g., Hainmueller, Jens, Daniel J. Hiscox, and Teppei Yamamoto, “Causal Inference in Conjoint Analysis: Understanding Multidimensional Choices via Stated Preference Experiments,” *Political Analysis* 22, no. 1 (2014): 1–30. <https://doi.org/10.1093/pan/mpt024>

² 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, <https://www.oecd.org/els/soc/47571423.pdf>

³ Minority group is defined as total population less non-Hispanic whites. The enumerated groups are neither mutually exclusive nor exhaustive.

⁴ Source: U.S. Census Bureau, [2019 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 group either alone or in combination with one or more other races irrespective of Hispanic or Latinx heritage.

⁵ Source: U.S. Census Bureau, [2019 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 group either alone or in combination with one or more other races irrespective of Hispanic or Latinx heritage.

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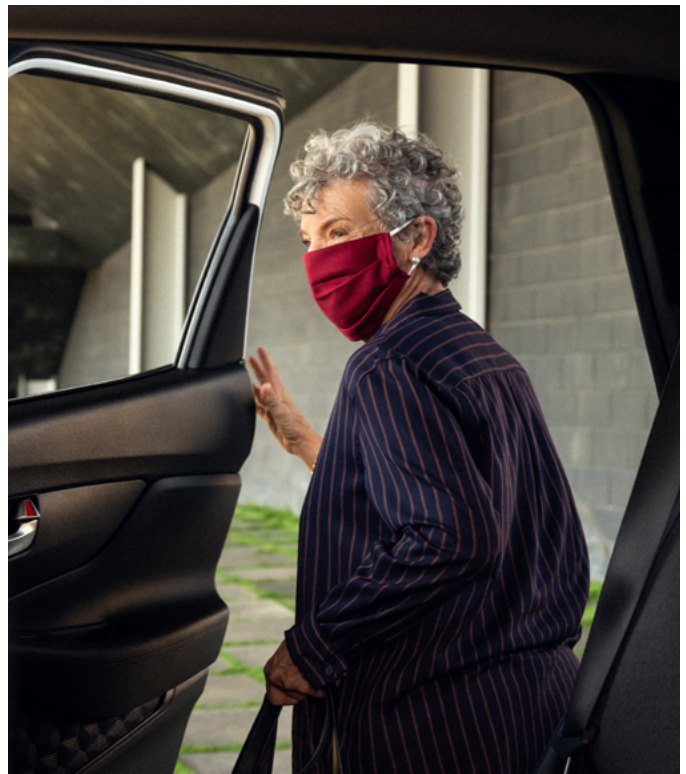
⁷ U.S. drivers only.

⁸ Frank Newport, “In U.S., Estimate of LGBT Population Rises to 4.5%,” Gallup, May 22, 2018, <https://news.gallup.com/poll/234863/estimate-lgbt-population-rises.aspx>

RIDERS

A ride for everyone.

Riders of all incomes and identities — especially those who have been historically underserved — rely on the Lyft platform when they need a ride. This was particularly true during the COVID-19 pandemic.



Lyft is accessible to users across the income distribution.



46%

of rides start or end in **low-income areas**.¹⁰

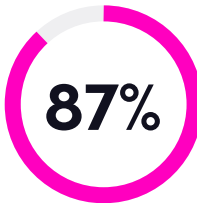
\$54K

Median household income of U.S. Lyft riders.

\$64K

CAD Median household income of Canadian Lyft riders.

Lyft provides transportation access to individuals with disabilities.



87%

3M

We estimate that the Lyft platform serves almost 3 million riders living with a disability.

Of those riders,

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

23%

reported having motor function impairment.

16%

reported having cognitive impairment.

13%

reported having vision loss.

47%

of riders identify as members of racial and/or ethnic minority groups.¹¹

18%

Black, African American, or Afro-Caribbean, compared with 14% of the U.S. population in 2019.¹²

22%

Hispanic or Latinx, compared with 18% of the U.S. population in 2019.¹³

7.2%

Asian, compared with 6.6% of the U.S. population in 2019.¹⁴

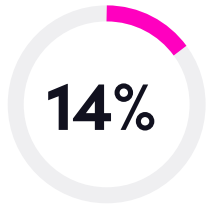
16%

of riders identify as members of the **LGBT+ community**, compared with an estimated 4.5% of the U.S. population.¹⁵

19%

of riders are **students**.

Underserved communities disproportionately relied on Lyft during the pandemic.



14%
of riders report taking more rides on the Lyft platform during the COVID-19 pandemic.

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

- More likely to be women
- Almost twice as likely to identify as a member of a minority racial and/or ethnic group
- 2.5 times less likely to have a college degree
- Almost twice as likely to be a veteran
- More likely to be living with a disability
- More likely to work a part-time job
- More likely to have a lower household income¹⁶
- Almost 3 times as likely to work an essential job¹⁷
- Over 3 times less likely to have access to a private vehicle

¹⁰Excludes Ottawa, Toronto, and Vancouver. We identify 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.

¹¹Minority group is defined as total population less non-Hispanic whites. The enumerated groups are neither mutually exclusive nor exhaustive.

¹²Source: U.S. Census Bureau, *2019 American Community Survey 5-Year Estimates*. The values describe the percent of riders and of the U.S. population who identify as a member of the enumerated group either alone or in combination with one or more other races irrespective of Hispanic or Latinx heritage.

¹³Source: U.S. Census Bureau, *2019 American Community Survey 5-Year Estimates*. The values describe the percent of riders and of the U.S. population who identify with Hispanic or Latinx ethnicity irrespective of race.

¹⁴Source: U.S. Census Bureau, *2019 American Community Survey 5-Year Estimates*. The values describe the percent of riders and of the U.S. population who identify as a member of the enumerated group either alone or in combination with one or more other races irrespective of Hispanic or Latinx heritage.

¹⁵Frank Newport, "In U.S., Estimate of LGBT Population Rises to 4.5%," Gallup, May 22, 2018, <https://news.gallup.com/poll/234863/estimate-lgbt-population-rises.aspx>

¹⁶Riders who indicated that they have been using the Lyft platform more during the COVID-19 pandemic have a significantly lower median household income than riders who indicated that they have stopped using the Lyft platform during the COVID-19 pandemic. This is true of riders in both the United States and Canada.

¹⁷Respondents are identified as working in an essential job if they indicated that they are or were most recently employed in one of the following occupations: firefighters, nurses, EMTs, law enforcement officers, postal and delivery workers (e.g., USPS, FedEx, UPS), grocery workers, and pharmacy workers.

RESILIENCE

Resilient mobility.

With our unique integration of transit, bikes, scooters, and rideshare, Lyft is among the most resilient personal mobility networks. Throughout the pandemic, we have leveraged this one-of-a-kind network in pursuit of our mission: To improve people's lives with the world's best transportation.



Essential workers took nearly **900K** free rides using Lyft's shared bikes and scooters.

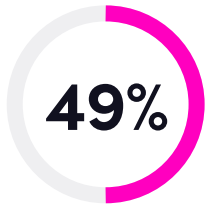


Drivers delivered over **2 million** meals to people in need.



Drivers gave hundreds of **thousands of rides** to essential workers.

Riders relied on Lyft to access essential services during the pandemic.



While the total number of Lyft rides decreased during the COVID-19 pandemic, many riders still used the Lyft platform to reach locations providing **critical services like hospitals, pharmacies, and grocery stores**. After the WHO declared a global pandemic in March, for example, the weekly share of rides to and from locations with these essential services doubled across the U.S.¹⁸

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

Lyft's multimodal platform gave riders options during the pandemic.



Hundreds of thousands of people used Lyft to get to the polls.



People changed the way they got around, and biked 68.5 million miles using Lyft's bikeshare services.

Bikeshare boomed during COVID-19.

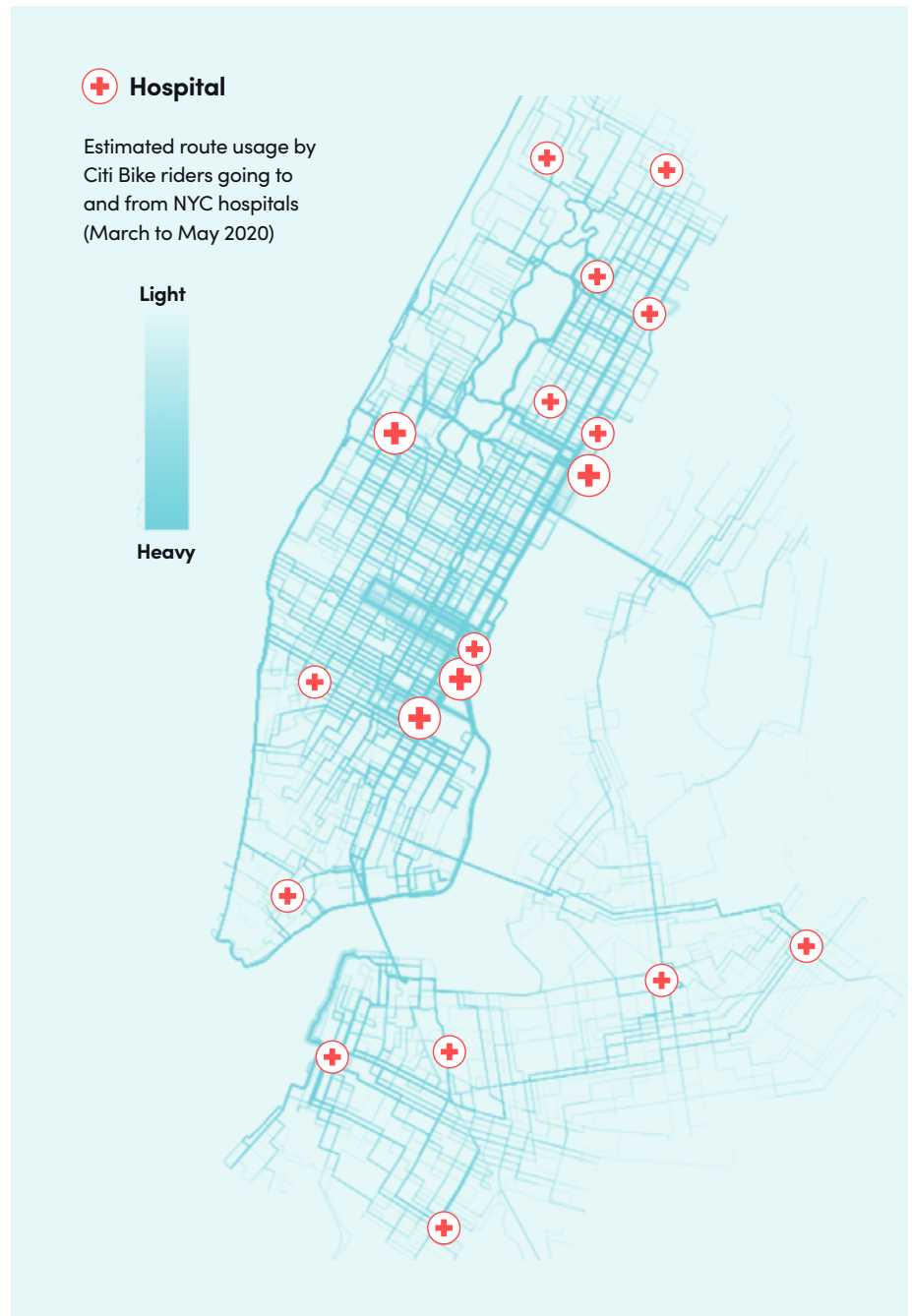
Riders in NYC relied heavily on Citi Bike — the Lyft-operated bikeshare system in New York and New Jersey — during this time.

After the onset of the pandemic, the weekly share of rides that Lyft users took by bike tripled in the Citi Bike service area. Before COVID-19 was declared a global pandemic, 7% of Lyft rides in the Citi Bike service area were taken by bikeshare. After the pandemic was declared, 21% of those rides were by bikeshare. And in July, Citi Bike hit 100 million all-time rides.

30K

Lyft provided 30K free annual bikeshare memberships to essential workers through our Critical Workforce Program.

Stations near hospitals saw an increase in rides in the Bay Area, Chicago, and New York.



¹⁵ "In 2020, rideshare drivers and bikeshare access helped millions of people stay connected to essentials," Lyft, December 10, 2020, <https://www.lyft.com/blog/posts/2020-year-in-review>

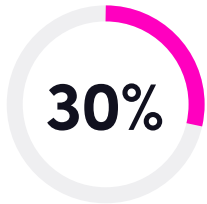
COMMUNITY

The road to recovery.

When the world is ready to move again, Lyft will be here to ease the journey.



Providing access to job interviews, airports, transit stations, healthcare, and the vaccine.



30%
of riders have used the Lyft platform to access healthcare services.¹⁹

28%

of riders who have used the Lyft platform to access healthcare services say they would be **less likely to make it to their healthcare-related appointments** regularly if they did not have access to Lyft or other ridesharing services.

60M

Lyft is committed to universal vaccine access by providing **60 million rides to and from vaccination sites.**

30K

To date, underserved communities have received Lyft credits for **30K free rides to interviews and job trainings.**



Lyft services are a critical part of the transportation ecosystem.

51%

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.

50%

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

9%

Late-night rides account for 9% of rides on the Lyft platform.

Putting money back into their communities and local businesses.



Riders saved **135 million hours** compared with other transportation modes. The combined value of that time savings and travel cost savings as a result of Lyft is **\$5.4 billion**.²⁰

45%

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

29%

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

Lyft is associated with decreasing impaired driving incidents.

An NDAA study²¹ 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

53%

of riders are aged 18 to 34, part of the age group (16 to 34) involved in nearly half of alcohol-involved fatal crashes in the U.S. in which the driver was over the legal limit (0.08).²³

“

All three locations experienced significant declines in outcomes related to impaired driving charges, arrests, and bookings following the introduction of Lyft. Furthermore, results showed that increases in ridesharing volume were significantly associated with decreases in these DUI outcomes.”²¹

—CASANOVA POWELL CONSULTING
AND DR. RYAN C. SMITH

“

We know that access to ridesharing helps reduce drunk and drug-impaired driving, keeping our roads and communities safe.”²²

—HELEN WITTY, MADD NATIONAL PRESIDENT

Toward environmentally sustainable transportation.

Lyft has committed to reaching **100% electric vehicles** on the Lyft platform by 2030.²⁴ At the same time, riders report that they own fewer vehicles than they would in the absence of ridesharing. By offering cleaner alternatives²⁵ and shifting people away from car ownership, Lyft is contributing to a greener future.

9M

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

2M

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

7M

We estimate that if Lyft and other ridesharing services did not exist, our riders would have purchased over 7 million more vehicles.

200K

We estimate that Lyft drivers purchased fewer than 200K additional vehicles in order to drive with Lyft or any other ridesharing platform.



47%

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

39%

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

¹⁹This 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.

²⁰Analysis conducted by Land Econ Group using operational and survey data provided by Lyft.

²¹Casanova Powell Consulting and Dr. Ryan C. Smith, "Rideshare Volume and DUI Incidents in Target California Communities," NDAA, Sept. 28, 2020, http://ndaa.org/wp-content/uploads/NDAA_Lyft_FinalReport.pdf

²²Helen Witty, "An Open Letter to Californians: Vote Yes on Proposition 22," MADD, Oct. 12, 2020, <https://www.madd.org/press-release/an-open-letter-to-californians-vote-yes-on-prop-22/>

²³"Traffic Safety Facts: 2018 Data," NHTSA, December 2019, <https://crashstats.nhtsa.dot.gov/Api/Public/ViewPublication/812864>

²⁴"Leading the Transition to Zero Emissions: Our Commitment to 100% Electric Vehicles by 2030," Lyft, June 17, 2020, <https://www.lyft.com/blog/posts/leading-the-transition-to-zero-emissions>

²⁵See the Environment section of Lyft's 2020 ESG Report for additional details: <https://investor.lyft.com/static-files/3dd29ca2-6c60-451b-b69a-021bfb3551f0>



Lyft.com