

2022

Lyft Multimodal Report



Introducing the 2022 Lyft Multimodal Report

As the pandemic continued, ridership and demand for shared micromobility reached record highs in 2021, mirroring a global bike boom that has been accelerating since 2020. Lyft was proud to provide our riders with consistent bikeshare and shared scooter services that supported broader city-led efforts to navigate the transportation challenges of COVID-19.

The second annual Lyft Multimodal Report highlights shared micromobility trends across race, gender, and socioeconomic status. The report draws on local operating data and survey responses from thousands of riders who used Lyft-operated shared micromobility systems during 2021.



Micromobility Boom Mirrors Global Bike Boom in 2021

In 2021, over 2.4 million first-time riders across the United States tried Lyft-operated bikes and scooters as sustainable, affordable, and convenient ways to make short trips within cities. Many of Lyft's systems hit ridership records compared to 2020 ridership levels:

↑ **39%**

Citi Bike rides in New York and New Jersey up 39%

↑ **57%**

Divvy rides in Chicago up 57%

↑ **135%**

Lyft Scooters rides in Denver up 135%

↑ **60%**

Nice Ride bike and scooter rides in Minneapolis up 60%

In New York and New Jersey, Citi Bike riders took nearly 28 million rides in 2021. To put that in context, that was more than the 2021 ridership of the Bay Area Rapid Transportation (BART) system in the San Francisco Bay Area and close to the 2021 ridership of the Port Authority Trans-Hudson (PATH) train in New York and New Jersey. Citi Bike is the fastest-growing transportation network in New York City's history and the largest docked bikeshare system in the world outside of East Asia.

These ridership milestones reflected larger global and industry trends. For example, ebike sales outpaced electric cars in 2021 in the United States—and ebike sales were even higher in Europe and Asia. Globally, as cities have continued to invest in active transportation infrastructure in response to changing travel behaviors during the pandemic, they've also seen results. International bikeshare systems like Santander Cycles in London, Vélib' in Paris, and Bike Share Toronto also broke ridership milestones in 2021.

Micromobility Expanded Mobility Access in Underserved Communities

In 2021, a diverse group of riders relied on Lyft-operated shared micromobility services:

55%

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

31%

of bikeshare stations are located in **low-income areas**.

65%

Rides in **low-income areas increased** by 65% since 2020, partially due to expansion efforts in the **Citi Bike and Divvy systems** that brought bikeshare to more communities.

To ensure equitable access to shared micromobility, Lyft works with our city partners to provide low-cost membership options for income-qualifying riders. Compared with other bikeshare members, these riders are:

28%

more likely to be **women**

2x

taking more than twice as many **ebike rides**

26%

less likely to use a **personal vehicle**

79%

more likely to **ride the bus**

73%

more likely to work a **part-time job**

75%

less likely to have a **college degree**



Micromobility Enhances Local Public Transportation Networks

Findings from the 2022 Lyft Multimodal Report continue to underscore the important relationship between micromobility and public transit. Lyft bikeshare members rely heavily on public transit and more than two-thirds do not own or lease a personal vehicle. In fact, 89% of our riders used shared micromobility as a first- or last-mile connection to public transit last year.

Shared micromobility systems also improve the resilience of regional transportation networks. Across the country, we found that 34% of riders have used shared micromobility when public transit is not available. When Hurricane Ida hit New York City and temporarily suspended subway service due to flooded tunnels, Citi Bike hit a new all-time daily ridership record. And in Washington, D.C., Lyft and Capital Bikeshare offered free memberships to commuters impacted by the Fall 2021 Metrorail service disruptions.

Looking ahead

Last year's progress was promising, but to continue to accelerate our growth at the pace riders want and cities need, we see the following opportunities:

- Redesign more streets around people with protected infrastructure to promote more walking and two-wheeled riding.
- Leverage the power of micromobility stations to enhance reliability of devices and support effective curb management.
- Electrify micromobility stations to improve reliability and availability, while reducing greenhouse gas emissions from field operation vehicles required to swap ebike batteries.
- Explore how public funding can continue to enhance and grow micromobility programs.

Lyft looks forward to working with cities to achieve an equitable, sustainable, and shared transportation future.

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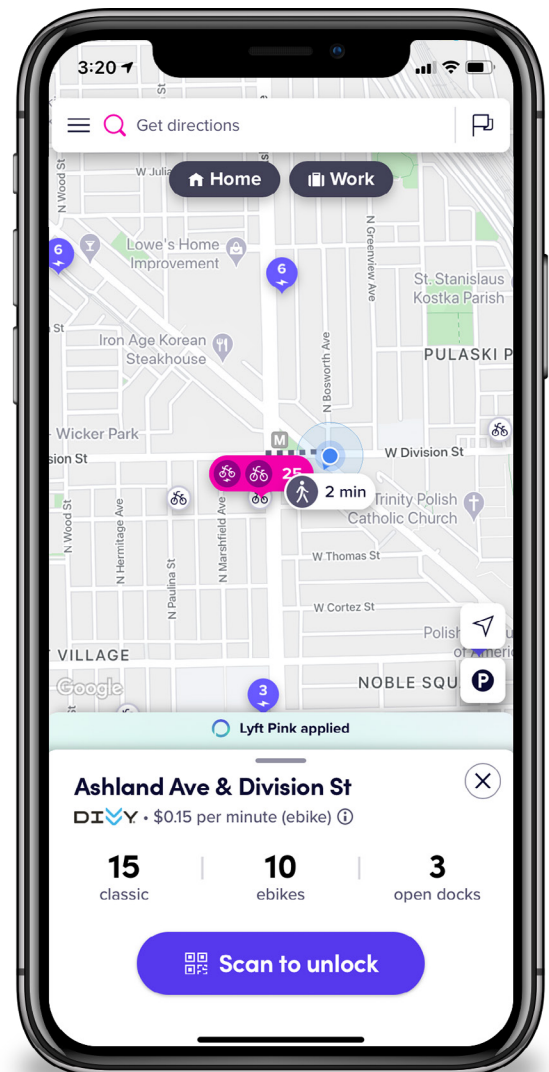
27 Technical resources

A ride for every trip^{1, 2}

Lyft leverages its multimodal network in pursuit of our mission: to improve people's lives with the world's best transportation.

We operate an extensive multimodal network

Riders can easily compare time and price across different transportation modes to find the best way to get from A to B. Lyft's integrated network also makes it easy for riders to seamlessly plan their trip using multiple modes.





Micromobility: Bikes and scooters

Lyft operates shared micromobility systems across the United States. As of 2021, our Citi Bike system in the New York City metropolitan area is the largest docked bikeshare system in the world outside of East Asia. Our Divvy system in Chicago serves the largest geographic footprint in North America—on track to cover 253 square miles.



In 2021, over **2.4 million** new riders tried Lyft's shared micromobility systems.

21%

In markets where Lyft operated shared micromobility systems, **21% of commute-hour rides** on the Lyft platform were bikeshare and shared scooter rides in 2021.

>40%

In New York City, over **40% of commute-hour rides on the Lyft platform** were by Citi Bike in 2021.

25%

In Chicago, almost **25% of commute-hour rides on the Lyft platform** were by Divvy in 2021.

Lyft works with city partners to operate the following systems:



Bay Wheels
San Francisco Bay Area, CA



BIKETOWN
Portland, OR



(publicly owned, operated by Lyft)

Bluebikes
Boston metro area, MA



(publicly owned, operated by Lyft)

Capital Bikeshare
Washington, D.C., metro area



Citi Bike
New York City, NY
Hoboken, NJ
Jersey City, NJ



CoGo
Columbus, OH



Divvy
Chicago metro area, IL



Nice Ride bikes and scooters
Minneapolis, MN



Lyft Scooters
San Diego, CA
Los Angeles, CA
Denver, CO
Washington, D.C. metro area



Lyft Bikes
Santa Monica, CA
Denver, CO





Transit integration and partnerships

Lyft offers real-time transit information so riders can plan trips on public transportation in 23 metropolitan areas.



Rideshare

Lyft operates ridesharing services in all 50 U.S. states as well as in 2 Canadian provinces. To learn more about Lyft's rideshare operations, check out the [2022 Economic Impact Report](#).



Rentals

For road trips, errands, or weekend escapes, Lyft offers consumer rentals in 16 states.

Lyft works directly with transit, city, and county agencies across North America to deliver microtransit, paratransit, 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.

Our partnerships with transit and government agencies include:

- First- and last-mile programs to connect to existing transit service
- On-demand paratransit programs for seniors and people with disabilities
- Microtransit Zones for lower-density suburban neighborhoods
- Late-night and jobs access programs that fill transit service deserts

Learn more about Lyft's transit partnerships.



Riders can take advantage of Lyft's multimodal offerings through Lyft Pink. The subscription program offers bikeshare and shared scooter perks, discounts on rideshare, rental car upgrades, priority airport pickups, and free GrubHub+ membership.

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

² Definitions:

Multimodal - Characterized by multiple different travel modes; can describe networks as well as individual trips.

Micromobility - Refers to both bikes and scooters.

Riders - Refers to all individuals who use Lyft's shared micromobility services, unless otherwise specified.

Bikeshare members - Refers to all riders who have a monthly or annual membership to a Lyft-operated bikeshare system.

The micromobility boom

During the COVID-19 pandemic, more riders began turning to **bikeshare and shared scooters** as a means of travel.

In 2021, many shared micromobility systems achieved record-breaking ridership milestones

↑ **39%**

Citi Bike rides in
New York and New
Jersey up 39%

↑ **57%**

Divvy rides in
Chicago up 57%

↑ **135%**

Lyft Scooters rides
in Denver up 135%

↑ **60%**

Nice Ride bike and
scooter rides in
Minneapolis up 60%



Lyft is a leader in innovation that enables our city partners to provide best-in-class systems for riders



Micromobility at scale

Riders took nearly **28 million rides** on the Citi Bike system in 2021. To put that scale in perspective, this would make it the 25th largest transit provider across the U.S. in terms of ridership volume.



Cutting-edge hardware

Lyft's brand new ebike, recognized as [Time's 100 Best Inventions of 2021](#), is now live in San Francisco and Chicago.



Sustainable solutions

In Portland, a [partnership](#) with Nike incorporated recycled shoe material into bikeshare station floor mats.



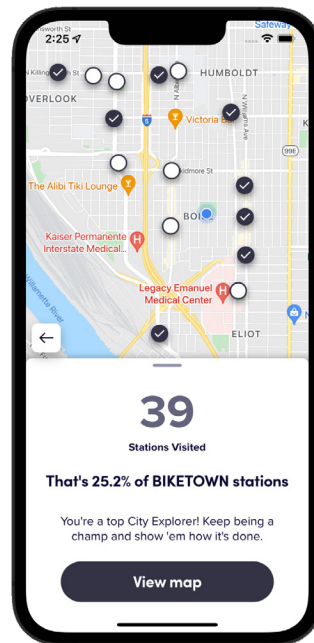
Integrated services

In Minneapolis, riders can take either a bike or a scooter as a part of the Nice Ride program, choosing the right device for their mobility needs.

Lyft develops novel product features that make for a great ride experience

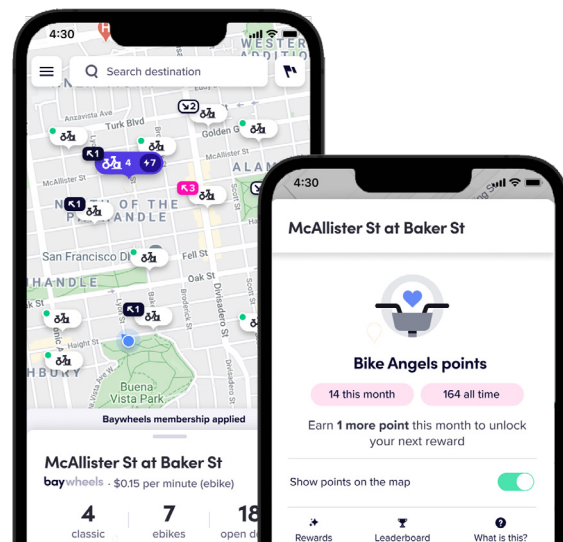
City Explorer

A new City Explorer feature in our apps helps riders see how many stations they've visited across the system, encouraging them to visit new neighborhoods.



Bike Angels

The Bike Angels rewards program offers points and swag for riders to relocate bikes to locations where other riders most need them.



A ride for everyone

Lyft's shared micromobility systems serve a **diverse population**.

38%

women

19%

identify as members of the **LGBTQ+ community**, compared with an estimated 5.6% of the U.S. population.³

\$61K

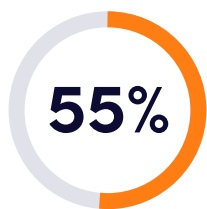
median household income

31%

students

33

average age



identify as members of racial and/or ethnic minority groups.⁴

17%

Black, African American, or Afro Caribbean, compared with 14% of the U.S. population in 2019.⁵

31%

Hispanic or Latin American, compared with 18% of the U.S. population in 2019.⁶

7.6%

Asian, compared with 6.6% of the U.S. population in 2019.⁷

Note: Unless otherwise noted, statistics refer to riders of shared micromobility systems operated by Lyft, combining bikes and scooters. Refer to the [Technical Resources](#) for a breakdown across bikes and scooters.

Expanding mobility access

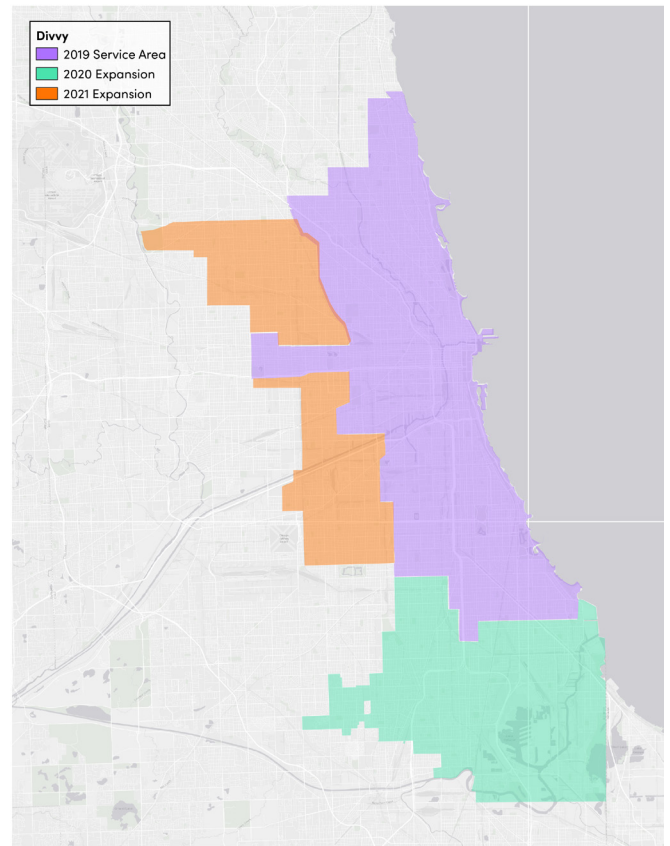
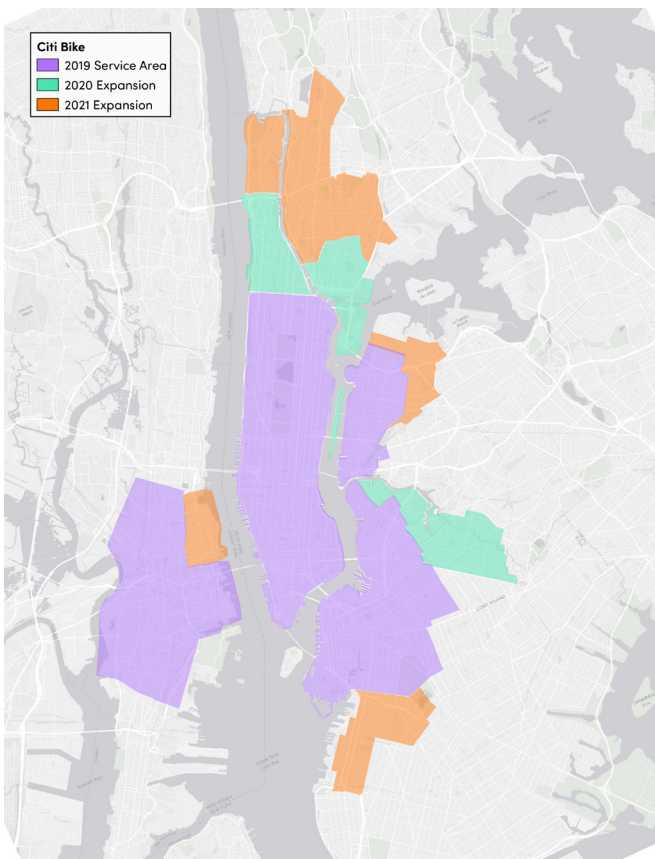


25% of rides on Lyft-operated micromobility systems started or ended in low-income areas.⁹

44% of rides started or ended in low-income areas in the Bay Wheels system in the San Francisco Bay Area.



Significant service area expansion efforts in New York City's Citi Bike system in the Bronx and Queens, as well as service area expansion in Chicago's Divvy system in the City's Northwest and Southwest sides helped lead to a **65% increase in rides in low-income areas** since 2020.



In shared micromobility systems operated by Lyft, income-qualifying riders around the country can participate in reduced-fare bikeshare and shared scooter equity programs.

54%

Equity program members take **54% more rides** than other members.

66%

Ridership in reduced-fare bikeshare programs was up **66% in 2021 from 2020**, and up **72% from 2019** ridership.



When compared with other bikeshare members, participants in equity programs across the country:

28%

are 28% more likely to be **women**

75%

are 75% less likely to have a **college degree**

73%

are 73% more likely to work a **part-time job**

26%

are 26% less likely to use a **personal vehicle**

\$66K

have a median **household income** that is \$66K lower

26%

are less likely to use a **personal vehicle**

79%

are 79% more likely to **ride the bus** weekly

2x

take more than twice as many **ebike rides**

In 2021, many bikeshare systems expanded their equity programs' eligibility criteria to include college students on federal financial aid.



BIKETOWN

BIKETOWN for All
Portland, OR



DIVVY

Divvy for Everyone (D4E)
Chicago, IL



niceride

Nice Ride for All
Minneapolis, MN

³ Jeffrey M. Jones, "LGBT Identification Rises to 5.6% in Latest U.S. Estimate," Gallup.com (Gallup, November 20, 2021), <https://news.gallup.com/poll/329708/lgbt-identification-rises-latest-estimate.aspx>

⁴ Minority group is defined as total population less non-Hispanic whites. The enumerated groups are neither mutually exclusive nor exhaustive.

⁵ U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. (The most recently available data.) The values describe the percent of shared micromobility 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 Latin American heritage.

⁶ U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. (The most recently available data.) The values describe the percent of shared micromobility riders and of the U.S. population who identify with Hispanic or Latin American identity irrespective of race.

⁷ U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates. (The most recently available data.) The values describe the percent of shared micromobility 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 Latin American heritage.

⁸ 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.

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¹⁰ Equity program participants have a significantly lower median household income than other bikeshare members.

An extension of the transportation network

As a complement to public transit, micromobility is an important part of the transportation ecosystem.



Shared micromobility riders use public transit



84%

have used **public transit**.



43%

use public transit on a **weekly basis**.

37% use rail services
on a weekly basis.

24% use bus services
on a weekly basis.



21%

use public transit **at least 5 times** per week.

Shared micromobility is a resilient option that fills gaps in transit service



34%

of riders have used shared micromobility when public transit is not available.



126,360

When Hurricane Ida hit New York City and temporarily suspended subway service due to flooded tunnels, Citi Bike hit a **new all-time daily ridership record of 126,360 rides**.

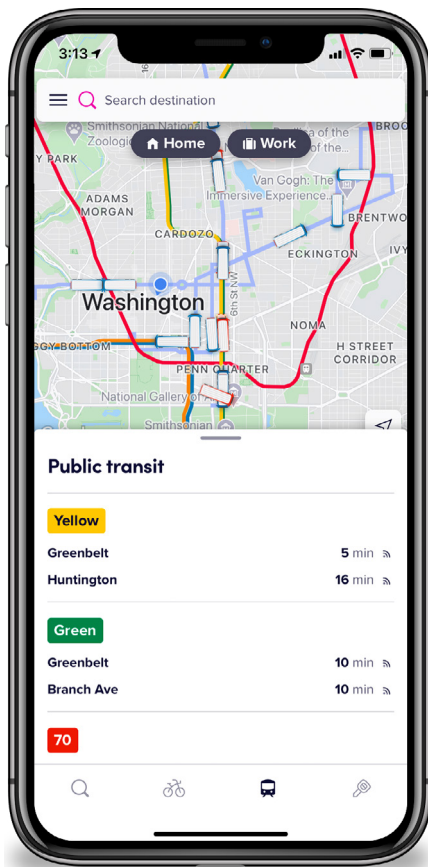


In Washington, D.C., Lyft and Capital Bikeshare **offered free 30-day Capital Bikeshare memberships** to commuters impacted by Metrorail service disruption in the fall of 2021, demonstrating the power of bikeshare to serve as a key support system to public transit.

89%

of these riders were first-time Capital Bikeshare members.





Lyft offers seamless integration with public transit

The Lyft app and its partner bikeshare apps offer multimodal trip planning across bikeshare, shared scooters, and transit in 23 metropolitan areas.

In Summer 2021, Lyft partnered with the **District Department of Transportation** and **Washington Metropolitan Area Transit Authority** (Washington D.C.) to provide 10 free Capital Bikeshare rides for transit riders who upgraded to a digital SmarTrip metro card.



Shared micromobility riders rely on bikeshare and shared scooters to access public transit



89%

of riders have used shared micromobility services **to get to or from public transit.**



22%

of riders use shared micromobility services **to connect to public transit on a weekly basis.**

20%

of riders use **bikeshare** to connect to public transit on a weekly basis.

17%

of riders use **shared scooters** to connect to public transit on a weekly basis.



24%

of riders with **household incomes under \$50K** use shared micromobility to connect to public transit on a weekly basis, compared with **17% of those with a household income of \$50K or more.**

Encouraging sustainable travel behaviors

Shared micromobility systems enhance local transportation networks, provide connections to transit, and help support sustainable mode share.

In 2021, over 2.4 million new riders tried shared micromobility services operated by Lyft.



17%

of riders use **bikeshare** on a weekly basis.



10%

of riders use **shared scooters** on a weekly basis.

900K

Lyft's multimodal app encourages riders to try new transportation modes: Over **900,000 riders who started using Lyft as a rideshare rider have taken their first bikeshare ride since January 2020**, including a 100% increase year-over-year in 2021.



Shared micromobility helps riders get where they need to go.

**35%**

of riders have used shared micromobility to get to or from work.

**50%**

of riders have used shared micromobility to run errands.

**13%**

of riders have used shared micromobility to access healthcare services.

**49%**

of riders have used shared micromobility to get to commercial recreation/entertainment, e.g., restaurants and bars.



Shared micromobility decreases car use and ownership

75%

of riders would **use a car instead**, if micromobility services weren't available.

50%

of shared micromobility riders **do not own or lease a personal vehicle**. Among bikeshare members, this figure is 67%.

36%

of shared micromobility riders who have access to a personal vehicle say that they **used that vehicle less because of shared micromobility services**. That figure is 47% among bikeshare members.



Riders own over 1.4 million fewer vehicles because of the availability of shared micromobility services operated by Lyft.

550K

We estimate that riders have **sold, donated, or otherwise discarded** over 550K vehicles because of the availability of shared micromobility services.

850K

We estimate that if shared micromobility services did not exist, **riders would have purchased** over 850K more vehicles.

The rise of ebikes

As the leading provider of shared ebikes in the United States, Lyft operates ebikes in 9 metropolitan areas.



13.6M

Lyft's ebikes gave over **13.6 million rides in 2021** and riders used them to travel over **28 million miles**.

32%

In 2021, ebikes accounted for **32% of Citi Bike rides in New York and New Jersey**, despite only making up 20% of the total fleet. 55% of interborough trips were on ebikes.

Our brand-new ebike rolled out on the streets of San Francisco and Chicago

The new ebike has a battery life of up to 60 miles, making it possible to provide more trips between charges. During its first month in Chicago, our new ebike averaged almost 90% more trips per day than the existing ebike.



Ebikes reduce car dependency and car use

31%

of riders who primarily use ebikes report that they never use a car.

50%

of riders who primarily use ebikes do not own or lease a personal vehicle.



As the bike boom continues, ebikes will play a huge role maintaining this two-wheeled momentum.

Technical resources

This section presents results from the 2022 Lyft Multimodal Report survey, broken out by riders' mode mix in the sample period.

"Bikeshare only" refers to riders who have taken at least one bikeshare ride and zero scooter rides.

"Shared scooter only" refers to riders who have taken at least one scooter ride and zero bikeshare rides.

"Use both bikeshare and shared scooters" refers to riders who have taken at least one bikeshare ride and at least one shared scooter ride.

A Ride for Everyone

	Bikeshare only	Shared scooter only	Use both bikeshare and shared scooters
Women	40%	34%	30%
Median household income	\$63K	\$56K	\$55K
Average age	33	32	30
Identify as member of the LGBTQ+ community	20%	17%	25%
Students	32%	29%	31%
Identify as members of racial/ethnic minority group	54%	60%	55%
Black, African American, or Afro Caribbean	16%	18%	19%
Hispanic or Latin American	29%	40%	32%
Asian	9.0%	4.0%	5.8%

An Extension of the Transportation Network

	Bikeshare riders	Scooter riders	Use both bikeshare and shared scooters
Have used public transit services	88%	71%	88%
Used public transit on a weekly basis	48%	25%	42%
Used rail services on a weekly basis	42%	21%	33%
Used bus services on a weekly basis	26%	17%	27%
Used public transit at least 5 times per week	25%	12%	16%
Have used shared micromobility when public transit is not available	34%	29%	44%
Have used shared micromobility services to get to or from public transit	89%	91%	90%
Used shared micromobility services to connect to public transit on a weekly basis	22%	20%	30%
Riders with household incomes <u>under</u> \$50K use shared micromobility to connect to public transit on a weekly basis	25%	32%	22%
Riders with household incomes <u>above</u> \$50K use shared micromobility to connect to public transit on a weekly basis	20%	10%	35%

Encouraging Sustainable Travel Behaviors

	Bikeshare riders	Scooter riders	Use both bikeshare and shared scooters
Have used shared micromobility to get to or from work	38%	22%	47%
Have used shared micromobility to run errands	53%	37%	58%
Have used shared micromobility to access healthcare services	14%	7.3%	19%
Have used shared micromobility to get to commercial entertainment/recreation, e.g., restaurants and bars	48%	48%	69%
If shared micromobility wasn't available, would use a car instead	96%	97%	100%
Do not own or lease a personal vehicle	55%	34%	48%
Never use a car	35%	20%	28%

[Learn more](#) about the 2022 Lyft Multimodal Report and access the [report's methodology](#).



lyft.com



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,” “estimate,” “anticipate,” “intend,” “opportunity,” “plan,” “project,” “will,” “should,” “could,” “would,” “likely,” and similar expressions and include statements about our strategies, markets, business, and opportunities, including our micromobility plans and strategies. Forward-looking statements are based on current assumptions that are subject to risks and uncertainties that may cause actual results to differ materially from the forward-looking statements, including the risks and uncertainties more fully described in our filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K for the year ended December 31, 2021. We undertake no obligation to update or revise publicly any forward-looking statements, except as required by applicable law.