



Safety at Lyft

HOLDING DRIVERS TO HIGH STANDARDS

Lyft driver training & screening procedures

We've developed **strict policies to screen everyone who drives with Lyft** by:

- Requiring initial and annual criminal background checks.
- Conducting continuous criminal monitoring and driving record checks.
- Providing community safety education created in partnership with RAINN, North America's largest anti-sexual violence organization.

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

- Social Security number trace
- National criminal search
- County court records search
- Federal criminal court records 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.



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

BEFORE, DURING, AND AFTER THE RIDE:

We've built safety into every part of the Lyft experience.

Before the Ride

Mandatory Safety Education

- In order to drive with Lyft, all drivers must complete community safety education, which we have developed in partnership with RAINN, North America's largest anti-sexual violence organization.

Ride Verification

- To help riders verify their ride, they are able to see photos of the driver, license plate number, and the make, model and color of the car. Depending on their notification settings, riders are also reminded of their ride's license plate via text or push notification before each ride.
- Drivers can view their rider's name and rating before accepting a ride, and can decline to accept or cancel a ride if they ever feel uncomfortable.

Contact Protection

- When drivers and riders call or text each other through the app, their phone numbers and last names are hidden for privacy.

During the Ride

Smart Trip Check-in

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

Emergency Help, supported by ADT

- Drivers now have **one-touch access to safety features** like emergency help and location sharing with a new button that always stays on the map.
- **If a rider or driver ever feels uncomfortable, they are able to quickly connect with an ADT security professional.** Riders are able to choose whether they want ADT to text them, call them, or silently alert 911 on their behalf (to prevent distracted driving, drivers only have the option to receive a call from ADT). If requested, ADT will alert authorities so they can arrive at the user's location, equipped with ride details like the vehicle's make and model, license plate number, and the intended drop-off location.

Share Your Location

- The Lyft app provides real-time ride tracking, so riders and drivers can share the car's exact location and route with family and friends.

After the Ride

Two-way rating and feedback

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

Safety Team

- Both riders and drivers can report incidents to our dedicated Safety team available through a 24/7 Critical Response Line so that we can take action -- including investigating and working with law enforcement when appropriate -- to help to keep our community safe.
- All members of this Safety team who work with riders and drivers undergo six weeks of specialized training that includes a 40-hour Victim Assistance Certification course from National Organization for Victim Assistance (NOVA)

In response to the COVID-19 pandemic, Lyft also launched a Health Safety Program to establish policies, commitments, and products based on CDC guidelines to help protect and educate our community.



SAFER COMMUNITIES WITH LYFT

When Lyft rides increase, road safety improves.

ACCESS



Through our partnership with the Human Rights Campaign, transgender people of color now have access to ride credit for essential trips including work and healthcare appointments.



Tinder users will soon be able to gift safe rides to their dates from their app.

Lyft regularly partners with government agencies, non-profit groups, and law enforcement organizations on efforts to reduce impaired driving, including the Governors Highway Safety Association, National Sheriffs Association, International Association of Chiefs of Police, Washington Regional Alcohol Program, and state Departments of Transportation

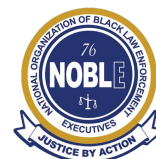
Research shows that when Lyft enters a market, ride volumes increase and **DUI incidents decrease**.¹

- Chicago saw a 40% decrease in DUI incidents while Lyft rides increased in the same period.
- Atlanta saw a 41% decrease in DUI incidents while Lyft rides increased in the same period.
- From 2013 to 2017, San Francisco saw a 31% decrease in DUI incidents while Lyft rides increased in the same period.
- From 2014 to 2017, San Diego saw an 18% decrease in DUI incidents while Lyft rides increased in the same period.
- From 2015 to 2018, Madison saw a 20% decrease in DUI incidents while Lyft rides increased in the same period.

SAFETY ADVISORY COUNCIL

Our dedicated **Safety Advisory Council** is made up of expert organizations that advise Lyft on current and planned safety initiatives.

- The United State of Women
- It's On Us
- Human Rights Campaign
- Black Women's Roundtable
- RAINN
- National Association of Women Law Enforcement Executives
- National Organization of Black Law Enforcement Executives
- National Sheriffs' Association



¹ Statistics cited here are from https://ndaa.org/wp-content/uploads/NDAA_Lyft_FinalReport.pdf and studies discussed and linked therein.