



# Community Safety Report

*Lyft's commitment to safety for riders, drivers and communities*



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## INTRODUCTION

Since Lyft's founding in 2012, safety has been fundamental to everything we do. Over the years, the safety of the Lyft community has continued to drive our decision-making. It's why we have always had a thorough and rigorous background check process for drivers, and why we established and regularly consult with our Safety Advisory Council of external experts on safety policies and features. We're proud of Lyft's longstanding commitment to safety for every ride, and the impact that ridesharing has had on the standard of safety in the transportation industry.

We are determined to help protect riders and drivers. For years, we've had a 24/7 Critical Response Line for riders and drivers to report safety incidents on the Lyft platform, as well as processes in place to identify, track and analyze them. Now, we are sharing our analysis with the public.

This report details the frequency of some of the most serious safety incidents that are reported to Lyft, which are statistically very rare. To provide a clear and straightforward representation, we have relied on data. But behind every number, there is a person who experienced that incident. Put simply, even one of these incidents is too many. That is what drives our relentless work to continuously improve safety for riders and drivers.

**"Safety is fundamental to Lyft. That means creating features and policies to give riders and drivers peace of mind, and being clear about what happens on our platform. Our report is just that: a look at where our company has been and where we're heading, in order to help everyone have a safe ride from beginning to end."**

—John Zimmer, Co-Founder and President of Lyft



# SAFETY AT LYFT

## Lyft's Safety Team

Safety reports are handled by a dedicated team of Lyft Safety Specialists who respond to rider and driver concerns and pursue ways to create safer ride experiences. Since its creation, the team has increased in size and scope to about 400 team members<sup>A1</sup>.

All members of this 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 on the Lyft platform, be an effective listener, and listen to and speak with survivors<sup>A2</sup> of sexual assault and harassment. At least 56 hours are devoted to training 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. 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.

## How Lyft Handles Safety Incidents

The data in this report is based on feedback from riders and drivers in the Lyft community. Our customer support process is designed to make it easy for riders and drivers to report any experience on the Lyft platform.

### There are a number of ways that safety incidents can be reported to Lyft:

By Riders and Drivers	By Third Parties
<ul style="list-style-type: none"> <li>In-app safety features, like Smart Trip Check-in and Emergency Help, supported by ADT</li> <li>Post-trip, in-app support allowing riders and drivers to be contacted via phone or email</li> <li>24/7 Critical Response Line</li> <li>Two-way rating and mandatory secondary feedback</li> <li>Lyft.com's Help Center contact form</li> </ul>	<ul style="list-style-type: none"> <li>Law enforcement outreach</li> <li>Regulator inquiries</li> <li>Insurance claims</li> <li>Ongoing news and social media tracking</li> </ul>

We take all safety reports seriously and ensure that Lyft Safety Specialists are trained to respond to incidents in a respectful and appropriate manner. When we receive feedback through one of the channels above, we have a variety of mechanisms in place to quickly identify reports that detail a safety incident and assign them to a Specialist. Specialists generally follow a specific set of steps for the types of incidents detailed in this report:

**Take Immediate Action:** As a first step, Specialists freeze the account of the alleged offender – either the rider or driver – as well as the accounts of others involved while we investigate internally.

**Gather Information:** Specialists reach out to the reporting party<sup>A3</sup> to gather information and provide support as needed. Specialists also contact those who might have relevant



information, as identified by the reporting party (e.g., a shared ride passenger).

**Evaluate:** Lyft investigates safety reports through correspondence with drivers and riders, third-party statements, route data, timing details and police reports. Based on this evaluation, Lyft determines how we can best support the reporting party and the appropriate course of action for handling the incident. Generally speaking, individuals who are accused of committing the types of incidents detailed in this report will be permanently removed from the Lyft community, preventing them from riding or driving in the future.

**Work with Law Enforcement:** Our approach to working with law enforcement is designed to protect riders' and drivers' personal information and ensure adherence to applicable laws. We require a subpoena or other valid legal process before disclosing personal information to law enforcement. It is our policy to respond to 100% of valid law enforcement requests. Information on what qualifies as a valid request is detailed in the Appendix<sup>B</sup>.

It is not Lyft's standard process to proactively report safety incidents to law enforcement, recognizing that the decision to report and when to do so is a deeply personal one. This policy gives survivors as much agency as possible when deciding whether and how to report an incident. This survivor-led approach to reporting is consistent with guidance from numerous sexual violence prevention and survivor support organizations, including RAINN and It's On Us.

**Provide Resources:** Where appropriate, Specialists also provide additional resources to those who report safety incidents to Lyft, including making those individuals aware of how to reach organizations that provide a variety of services. These services include counseling, emotional support and crisis intervention, as well as information on how to report incidents to law enforcement.

**"In putting the safety of its community members as its top priority, Lyft takes all reported incidents seriously and thoroughly investigates each one. Lyft's Safety Specialists are trained to approach each case with respect and care. Doing so helps protect drivers and riders and makes the Lyft community safer for all."**

—Jennifer Brandenburger, Head of Policy Development and Research at Lyft

## Leveraging Insights

Our work doesn't end when a report is resolved. Safety team members analyze reports to identify root causes and develop critical insights about ways we can enhance safety on the Lyft platform based on their direct work with riders and drivers. Members of the Safety team share that information with our Community Safety Product team – a group of engineers, designers, user<sup>A4</sup> experience researchers, analysts and safety experts – who use these frontline insights to develop new features and evolve existing ones.

## METHODOLOGY AND APPROACH

This report includes data about three categories of safety incidents reported on the Lyft platform in the United States from January 1, 2017 to December 31, 2019: motor vehicle fatalities, fatal physical assaults and five subcategories of sexual assault.

We were thoughtful and intentional in our decisions about what data to include in this report. In terms of specific data points, we sought to provide the public with the metrics needed to understand Lyft safety within the context of the industry and the scale of our



platform. For all categories included in the report, we've focused on the total number of reported incidents, as well as the incident frequency rate<sup>A5</sup>, which is a comparison of the number of completed U.S. trips<sup>A6</sup> in which an incident was reported to have occurred, to the total number of completed U.S. trips.

When evaluating change in incident frequency over time, we focused on the change across the whole data range (2017 to 2019), in order to provide the clearest trend. We also included data from 2019 in order to provide a more recent look into the Lyft platform.

## Motor Vehicle Fatalities

Each year, the National Highway Traffic Safety Administration (NHTSA) provides data on vehicular fatalities through the Fatality Analysis Reporting System (FARS). Lyft compared its data on motor vehicle fatalities in 2017, 2018 and 2019 with FARS data for each year. To abide by a uniform reporting method, Lyft calculated the rate of fatalities per 100 million Vehicle Miles Traveled (VMT). Crashes that did not result in fatalities were excluded so that our data could be directly compared to the FARS dataset. Additional details about the FARS database are in the Appendix<sup>C</sup>.

## Fatal Physical Assaults

This category is defined as a fatal physical altercation involving an individual using the Lyft platform<sup>C</sup>. For the purposes of this report, the incident must have occurred between individuals that were matched through the Lyft app and within 48 hours of the end of the ride. While not included in this report, physical assaults that do not result in a fatality are addressed by our Specialists following the protocols described above.

## Sexual Assault

In November 2018, RALIANCE, a national sexual violence prevention organization, announced the Sexual Misconduct and Violence Taxonomy, a new form of categorization that created a uniform standard for reporting and classifying reported safety incidents that has been used so far by app-based companies. Lyft categorizes incident reports according to this taxonomy to better understand, analyze, prevent, respond to and address safety incidents on the platform.

The taxonomy classifies sexual assault and misconduct into 21 categories. This report includes five of the most serious categories of sexual assault: Non-Consensual Sexual Penetration; Attempted Non-Consensual Sexual Penetration; Non-Consensual Kissing of a Sexual Body Part; Non-Consensual Touching of a Sexual Body Part; and Non-Consensual Kissing of a Non-Sexual Body Part. The full taxonomy and definitions of these terms can be found in the Appendix<sup>C</sup>. In preparing for this report, members of Lyft's Safety Analytics team collected, classified and audited existing data in accordance with the taxonomy. These team members receive annual taxonomy training to maintain their expertise in classification. Details of data classification and auditing processes are in the Appendix<sup>D</sup>.

## Expert Review

To ensure that data collection, classification and analysis were as accurate as possible, Lyft worked with external experts. The Chertoff Group, an internationally recognized leader in security and risk management advisory services, analyzed how Lyft trains its Specialists to handle reported safety incidents, as well as our overall classification effort. RALIANCE



analyzed how Lyft classifies and processes safety reports. Executive summaries from their reports are in the Appendix<sup>E</sup>.

### Data Limitations

The data in this report reflects incidents that were (a) reported directly to Lyft, (b) brought to our attention through law enforcement, or (c) identified through proactive investigation (including regular monitoring of news reports and social media). We recognize that sexual assault is chronically underreported, and it can sometimes be months or years before a survivor is ready to come forward and report what happened – if they choose to do so at all. Knowing this, Lyft included any incident reported in 2017, 2018 and 2019, regardless of when the incident was reported to have occurred. Lyft intentionally uses broad definitions, as detailed by the taxonomy, to classify instances of sexual assault.

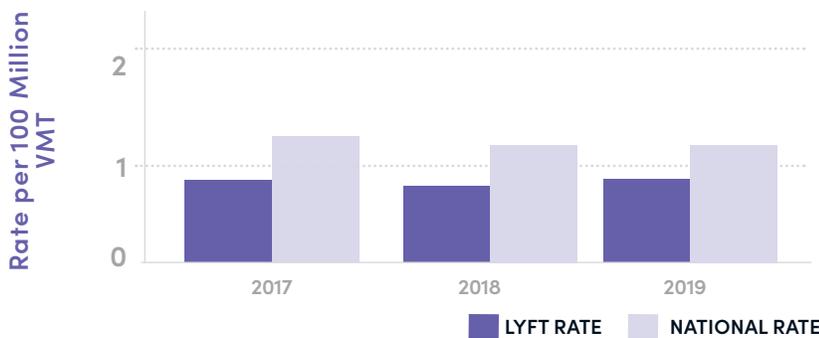
## THE DATA

From 2017 to 2019, over 99% of trips occurred without any reported safety incident. The safety incidents referenced in this report account for 0.0002% of all trips. In addition to the total number of reported incidents, the below charts detail the frequency of safety incidents by type, using three different representations: rate per 100 million vehicle miles traveled<sup>1</sup>, percentage of completed U.S. trips<sup>2</sup>, and frequency by number of U.S. trips<sup>3</sup>.

### Motor Vehicle Fatalities

Year	# of Reports	Rate per 100 Million Vehicle Miles Traveled	% of Completed U.S. Trips
2017	22	0.78	0.000006%
2018	34	0.72	0.000006%
2019	49	0.79	0.000006%

### Comparison of Lyft rate to national rate



1. This measurement is used for motor vehicle fatality data only, and represents the number of motor vehicle fatalities per 100 million miles. This is calculated as the number of motor vehicle fatalities divided by the number of Lyft vehicle miles traveled (X = incidents/Lyft VMT).

2. This measurement represents the percentage of U.S. trips in which an incident type occurred. This is calculated as the number of reported incidents divided by the number of total U.S. Lyft rides (X = incidents/rides) and presented as a percentage. For brevity, rates have been rounded to the nearest ten or hundred thousandth of a percent (as applicable).

3. This measurement represents the likelihood of an incident occurring in a U.S. trip. This is calculated as the number of reported incidents divided by the number of total U.S. Lyft rides (X = incidents/rides) and presented as "1 in X." For brevity, rates have been rounded to the nearest hundred thousand rides.



## Fatal Physical Assaults

Year	# of Reports	% of Completed U.S. Trips	Frequency by # of U.S. Trips
2017	3	0.0000008%	~ 1 in 175,000,000
2018	3	0.0000005%	
2019	4	0.0000005%	

## Sexual Assault

### 2017

Subcategory	# of Reports	% of Completed U.S. Trips
Non-Consensual Kissing of a Non-Sexual Body Part	167	0.00004%
Non-Consensual Touching of a Sexual Body Part	598	0.00016%
Non-Consensual Kissing of a Sexual Body Part	131	0.00003%
Attempted Non-Consensual Sexual Penetration	107	0.00003%
Non-Consensual Sexual Penetration	93	0.00002%

### 2018

Subcategory	# of Reports	% of Completed U.S. Trips
Non-Consensual Kissing of a Non-Sexual Body Part	212	0.00003%
Non-Consensual Touching of a Sexual Body Part	661	0.00011%
Non-Consensual Kissing of a Sexual Body Part	172	0.00003%
Attempted Non-Consensual Sexual Penetration	99	0.00002%
Non-Consensual Sexual Penetration	111	0.00002%



## 2019

Subcategory	# of Reports	% of Completed U.S. Trips
Non-Consensual Kissing of a Non-Sexual Body Part	293	0.00004%
Non-Consensual Touching of a Sexual Body Part	1041	0.00014%
Non-Consensual Kissing of a Sexual Body Part	203	0.00003%
Attempted Non-Consensual Sexual Penetration	114	0.00001%
Non-Consensual Sexual Penetration	156	0.00002%

## 2017-2019

Subcategory	Frequency by # of U.S. Trips
Non-Consensual Kissing of a Non-Sexual Body Part	~ 1 in 3,000,000
Non-Consensual Touching of a Sexual Body Part	~ 1 in 800,000
Non-Consensual Kissing of a Sexual Body Part	~1 in 3,500,000
Attempted Non-Consensual Sexual Penetration	~1 in 5,500,000
Non-Consensual Sexual Penetration	~1 in 5,000,000

## 2017-2019

Subcategory	Change in % of Completed U.S. Trips
Non-Consensual Kissing of a Non-Sexual Body Part	-14%
Non-Consensual Touching of a Sexual Body Part	-15%
Non-Consensual Kissing of a Sexual Body Part	-24%
Attempted Non-Consensual Sexual Penetration	-48%
Non-Consensual Sexual Penetration	-18%
<b>Total</b>	<b>-19%</b>



# SAFETY FEATURES AND POLICIES

## Features and Policies To Help Keep Our Community Safe

We know that effective policies and features can help to significantly decrease safety risk. We use ride data, real-world feedback and conversations with experts to identify key moments before, during and after the ride where something could go wrong – and we build tools to prevent, intervene in or address those situations.

<b>Before the Ride</b>	Making sure that everyone who drives with Lyft meets our rigorous driver standards, and our riders and drivers agree to our Community Guidelines.
<b>During the Ride</b>	Ensuring riders and drivers can quickly and easily access emergency assistance.
<b>After the Ride</b>	Empowering drivers and riders to report issues while protecting their privacy and taking appropriate action.

### Before the Ride

#### BACKGROUND CHECKS:

**Applicant Background Checks:** Before giving their first ride, driver applicants in the U.S. are screened for criminal offenses and driving incidents<sup>F</sup>. Administered through a third-party company that specializes in background checks, we follow a comprehensive criminal screening process that 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

Driver applicants must also pass a DMV record check to ensure their driving meets Lyft’s standards. Once applicants pass initial screenings and are approved to drive, they are subject to annual criminal and DMV record checks, as well as continuous monitoring.

**Annual Checks:** We conduct annual screenings of every driver, using the same disqualification standards for active drivers as we do for driver applicants.

**Continuous Monitoring:** Lyft also conducts continuous criminal monitoring and driving record checks on all active drivers. This notifies Lyft of new criminal convictions or driving offenses as soon as they are reported, enabling Lyft to remove ineligible drivers quickly.

Lyft’s driver screening process adheres to – and in many cases goes beyond – all applicable local regulations and requirements.

Any driver who does not pass the initial background check, annual checks and continuous



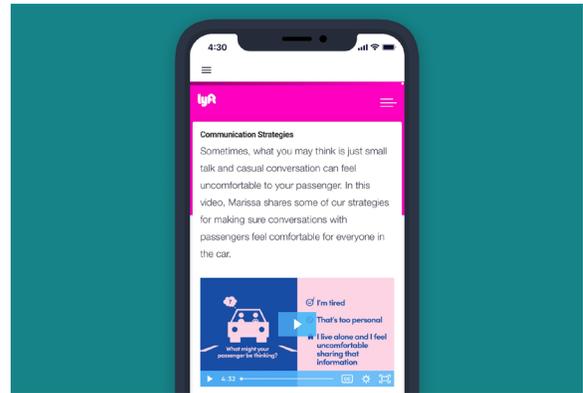
monitoring is barred from driving with Lyft. A summary of offenses that prevent someone from driving with Lyft is in the Appendix<sup>F</sup>.

**Industry Sharing Safety Program:** We are always looking for ways to further protect the community. Earlier this year, in an effort to further enhance the safety of the entire industry, we partnered with Uber to launch the Industry Sharing Safety Program, a first-of-its-kind effort to share information about the drivers who are deactivated from rideshare and delivery platforms for the reasons detailed in this report. The program enables the sharing of information to equip other participating companies with the information needed to take action on their own platforms.

### COMMUNITY SAFETY EDUCATION:

In order to drive with Lyft, all drivers must complete a community safety education course\*. The course, created in consultation with RAINN, the leading anti-sexual violence organization in North America, emphasizes Lyft’s Community Guidelines and the prohibition of sexual misconduct of any kind. In addition, topics covered include the importance of respecting other people’s boundaries, strategies for defusing uncomfortable situations, and how to report incidents to Lyft and access support. Lyft was the first rideshare company to launch education like this.

All current drivers on the Lyft platform have completed our safety education course, and all new drivers must do so before giving their first ride.



\*In California, drivers participate in a unique safety education course as a result of Proposition 22. Developed in partnership with RAINN, the California course focuses on recognizing and reporting sexual assault and sexual misconduct.

**“Through initiatives such as the introduction of mandatory driver education and new in-app safety features, Lyft is taking steps to enhance safety for riders and drivers. Sexual violence affects everyone, and prevention requires constant vigilance. We appreciate Lyft’s continuing commitment to improvement in creating a safer rideshare community for all.”**

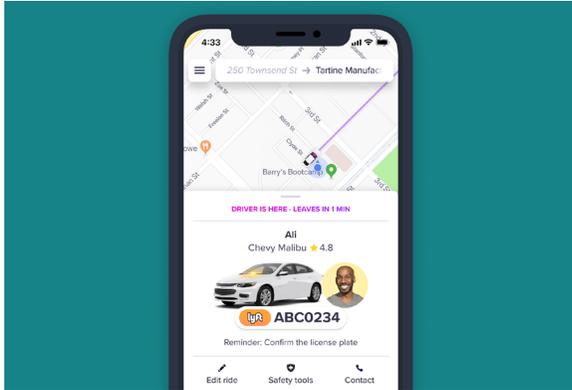
—Clara Kim, Vice President at RAINN

### COMMUNITY GUIDELINES:

Before riding or driving with Lyft, 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.

### 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, 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.

### CROSS-STREET DROP-OFF AND PICKUP:

Riders may request a pickup or drop-off at a cross street rather than a specific address. This protects their privacy and can allow for a safer pickup or drop-off.

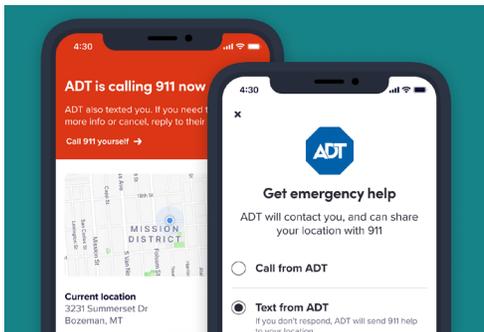
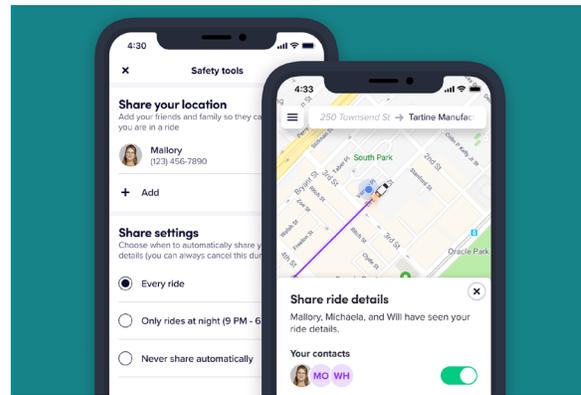
## During the Ride

### 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 emergency assistance at any point, they are able to quickly 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 by the user, 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.

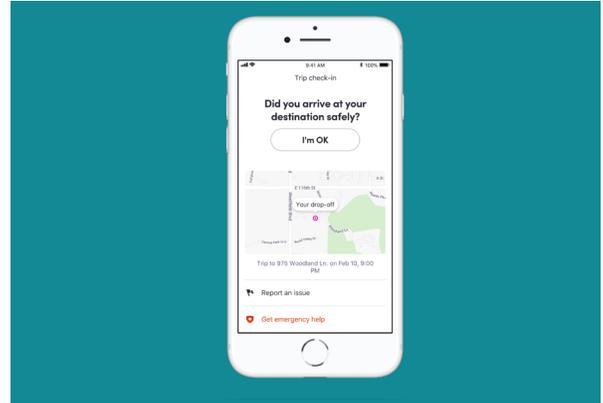
**“ADT’s partnership with Lyft helps provide riders and drivers with a safety resource during moments of stress or vulnerability. In these moments, people often freeze, forget crucial information, or are unsure of what to do. They may also want to call for help discreetly, requiring alternatives to dialing 911. With this first-of-its-kind in-app integrated resource, ADT and Lyft are placing empowering safety tools in the hands of riders and drivers.”**

—Leah Page, Vice President, Mobile Security & Strategic Projects at ADT



### SMART TRIP CHECK-IN:

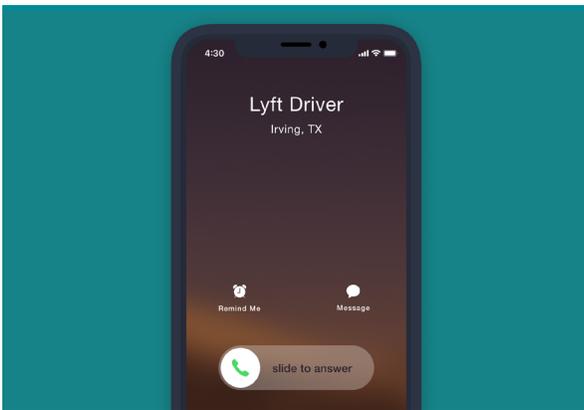
In some instances, if we notice a ride that appears to be irregular, we can reach out to riders or drivers directly. This may include rides that have ended far from the intended destination, been cancelled after pickup, gone off-route or stopped for an abnormal amount of time. We will ask users if they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



**“Lyft’s work on safety is not only setting a new standard for transportation safety, but for app-based platforms in general. Their ADT feature harnesses the rigorous safety support of ADT and applies it to real-life situations. By truly listening to riders and drivers – particularly female riders and drivers – Lyft has built a product that has the power to not only intervene in an unsafe situation, but potentially prevent a situation from happening in the first place.”**

—Jordan Brooks, Executive Director at The United State of Women

### After the Ride

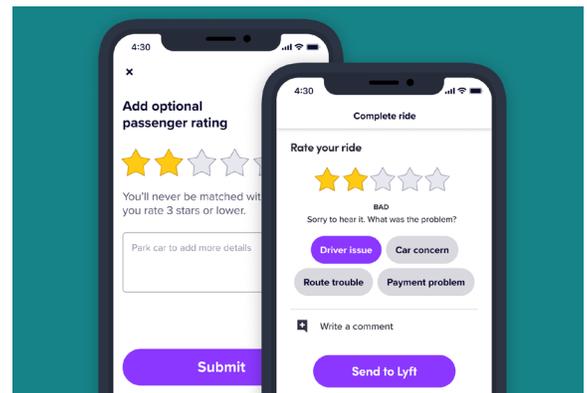


### HIDDEN CONTACT INFORMATION AND RIDE HISTORY:

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 it’s a specific address or a cross-street, after the ride is complete.

### TWO-WAY RATINGS AND MANDATORY SECONDARY FEEDBACK:

At the end of each trip, drivers and riders are prompted to rate their ride on the scale of one to five stars. Any rider or driver who submits a rating of four stars or fewer is prompted to provide more details about the rating. Anyone who rates a rider or driver three stars or fewer 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.





## Partnering With Experts

As we work to identify and implement safety solutions for our growing community, it is critical to work with a diverse set of subject matter experts. We are committed to listening to their expertise, and developing partnerships with leading organizations in security, mental health, domestic violence, law enforcement and other fields.

In late 2019, we convened a group of external experts for a candid conversation about safety for riders and drivers. This group included leaders from sexual assault and violence prevention organizations, as well as local and national law enforcement officials. Following an extremely productive first meeting, we formed our new Safety Advisory Council, which now meets on a regular basis.

The Council provides Lyft with critical, expert external perspectives to identify additional opportunities to enhance safety, work through complex safety decisions and anticipate any unintended consequences of feature or policy changes. To date, we've consulted the Council on our background check process, community safety education, our ride verification technology, our incident response process, integration with ADT and training for our Safety team members.

**“Sexual assault is pervasive in our society, and we commend Lyft for their work in addressing this issue head-on through in-app safety tools, impactful partnerships and widespread educational efforts. We know that in-app safety tools are most effective when people know they exist and how to use them. We appreciate Lyft’s continued work – and partnership – in educating its users on how to stay safe.”**

–Tracey Vitchers, Executive Director at It's On Us

# LYFT'S SAFETY ADVISORY COUNCIL:



**Melanie Campbell**  
President and CEO,  
Black Women's Roundtable



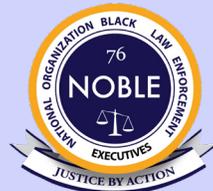
**Jordan Brooks**  
Managing Director & COO,  
The United State of Women



**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



**Jessica Leslie**  
Interim Vice President of  
Victim Services, RAINN



**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

More information can be found in the Appendix<sup>G</sup>.



## CONCLUSION

We will never stop working to make Lyft the safest platform for our community, and we will continue to consult with experts, collaborate with industry-leading partners and develop safety tools based on insights from riders and drivers. Just as importantly, we are committed to listening to our community every step of the way.

**Forward-Looking Statements:** Certain statements about Lyft contained in this report are “forward-looking statements” within the meaning of the securities laws, including statements about Lyft’s efforts and initiatives regarding safety on the Lyft platform. Such statements, which are not of historical fact, involve estimates, assumptions, judgments and uncertainties. There are a number of factors that could cause actual results or outcomes to differ materially from those addressed in the forward-looking statements. Such factors are detailed in Lyft’s filings with the Securities and Exchange Commission. We do not undertake an obligation to update our forward-looking statements to reflect future events, except as required by applicable law.

[Appendix](#)