



Safety Transparency Report

(2020-2022)



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A letter from Lyft CEO David Risher



Millions of people use Lyft every day. Our vision is for Lyft to be the safest way to get around, for drivers and riders alike.

We've already done a lot to help make our platform safer, through rigorous screening processes for drivers, Smart Trip Check-In for riders and drivers, location sharing, Emergency Help with ADT, and our Safety team who is available 24/7 to help via phone or chat.

99.9998% of trips happen without an incident of the kind referenced in this report — a nod to the effectiveness of our safety measures and the quality of our community.

But beyond percentages and behind every incident is a real person. We have more work to do.

This Safety Transparency Report details our record from January 1, 2020, to December 31, 2022. We present the data, outline the steps we've taken to detect and prevent incidents, and discuss the investments and partnerships we're making to address safety challenges.

This is a team effort. We're lucky to be joined by a strong circle of partners and experts in our Safety Advisory Council. Their feedback has been invaluable as we think about how to create an even safer platform.

While this report focuses on incidents from 2020 to 2022, the bulk of our ongoing attention is on what we've learned to help create an even safer future. Our team works on new safety-focused features and policies every day, and we look forward to sharing details as those updates become available.

I hope this report shows how seriously we take safety. Please let us know how we're doing against the vision and ongoing work laid out in this report, and tell us how we can do better.

Again, our vision is for Lyft to be the safest way to get around. Thank you for choosing Lyft and helping us become even safer.

David Risher
CEO, Lyft



Lyft's safety features



Robust background checks

Before drivers are approved to drive, they must pass a background check. We then continuously monitor for criminal convictions and driving record violations, and perform additional background checks at least annually.



Smart Trip Check-In

We monitor rides for some unusual activity, like long stops or route deviations. If we notice certain things off about a ride, we'll contact the rider or driver directly to see if they need help.



Share your location

Riders and drivers can share their exact location and route with family and friends.



See who you're riding with

Once you're matched with your rider or driver, you'll see their first name, profile photo, and ratings. Contact information is hidden before, during, and after a ride.



Emergency Help with ADT

If riders or drivers ever feel unsafe, they can connect with an ADT security professional. ADT provides live support in uncomfortable situations, and if necessary, can alert authorities and share important ride details.



Live safety support

Real people from Lyft's Safety team are available to help via phone or chat at all times of the day or night. The vast majority of safety-related chats or phone calls are responded to within 60 seconds.



Driver education

Community safety education, developed in partnership with national safety organizations, is mandatory for drivers.



Two-way rating and feedback

If a user rates their rider or driver three stars or fewer, we'll make sure they aren't matched together again. Feedback to riders or drivers is anonymous and lets us take appropriate action to help keep the community safe.



Lyft's Safety Advisory Council

As we continue to invest in safety features, it's also important to continue investing in safety partnerships.

Lyft's Safety Advisory Council was created in 2020, and has grown to 13 partner organizations that provide us with expert advice on safety initiatives, features, processes, and educational tutorials. We rely on these partners for their perspectives, suggestions, and feedback to help make the Lyft platform safer.

We shared drafts of this report with members of our Safety Advisory Council, and worked to incorporate their feedback. These conversations also played a useful role in thinking about user awareness of – and trust in – our safety tools going forward.

"The period from 2020 to 2022 during the COVID-19 pandemic presented unprecedented challenges for law enforcement agencies across the nation. We witnessed a significant shift in crime patterns, public safety concerns, and the need for adaptive strategies to ensure the well-being of our communities. During these challenging times, the importance of safety and collaboration became more evident than ever. I am proud to say that Lyft has demonstrated a strong commitment to safety by actively working with the National Organization of Black Law Enforcement Executives. As a member of the Lyft Safety Advisory Council, I have had the privilege of advising Lyft on their safety policies and features over the past four and a half years. This partnership underscores Lyft's dedication to creating a safer environment for both riders and drivers, and I am honored to contribute to these vital efforts."

—Dwayne Crawford, Executive Director of National Organization of Black Law Enforcement Executives.

"As one of the earliest members of the Lyft Safety Advisory Council, I have had the unique opportunity to work closely with Lyft to provide advice and insight on the development of innovative safety features, policies, and tools. This collaboration has been instrumental in ensuring that safety remains a top priority for Lyft riders and drivers. One of the initiatives of which I am particularly proud is the creation of the Women+ Connect feature. Lyft's commitment to inclusivity and safety is evident through these efforts, and I am honored to contribute to such meaningful advancements."

—Kym Craven, Executive Director, National Association of Women Law Enforcement Executives.

"Approximately 4 out of 5 women, 1 in 2 transgender individuals, and 2 out of 5 men will be sexually harassed or assaulted in their lifetime. Until we achieve a world that is free from sexual violence, every person, community, and industry is responsible for its prevention and offering trauma-informed support to survivors. Over the last five years, It's On Us has partnered with Lyft to enhance their driver and rider safety education programs, survivor support services, and develop new features like Women+ Connect. It's On Us is appreciative of Lyft's commitment to this work and their ongoing partnership with organizations working to eradicate sexual violence."

—Tracey Vitchers, Executive Director, It's On Us.



"Since 2018, the Governors Highway Safety Association (GHSA) and our State Highway Safety Office members have partnered with Lyft to promote the use of ride-hailing rather than driving after consuming an impairing substance. Expanding our partnership to include validating the road safety data in Lyft's 2020-22 safety report, as well as joining Lyft's Safety Advisory Council to provide guidance on safety policy, features and processes, were natural next steps as we work to achieve our shared goal of zero roadway fatalities."

—Jonathan Adkins, CEO, Governors Highway Safety Association.



Lyft's Safety Advisory Council



Jonathan Adkins
CEO, Governors Highway Safety Association (GHSA)



Mirella Beltram
Associate Director of Partnerships, Polaris



Eric Bloem
Vice President of Corporate Citizenship and Inclusive Technology, Human Rights Campaign



Ann Burdges
CEO, End Violence Against Women International (EVAWI)



Melanie Campbell
President and CEO, National Coalition on Black Civic Participation



Kym Craven
Executive Director, National Association of Women Law Enforcement Executives (NAWLEE)



Dwayne Crawford
Executive Director, National Organization of Black Law Enforcement Executives (NOBLE)



Leah Page
Senior Vice President, ADT



Jacob Smith
Executive Director, National Organizations for Youth Safety (NOYS)



Sheriff Kathy Witt
Fayette County, Kentucky



Tracey Vitchers
Executive Director, It's On Us



Sheriff (ret) John Whetsel
Past Chair, National Sheriffs' Association Traffic Safety Committee



Keeli Sorensen
Leader in Human Rights Policy and Programs



Safety at Lyft

We want Lyft to be the safest way to get around.

Lyft's Safety team, made up of highly-trained professionals who are available to help around the clock, every day of the year, is primarily responsible for this work.

Every member of our Safety team is a credentialed victim advocate. This is a professional certification, offered by the National Advocate Credentialing Program (NACP), that requires 40 hours of instruction to become certified, and 32 hours of continuing education every two years to maintain the credential. NACP-approved training courses instruct team members on advocacy, crisis intervention, cultural sensitivity, case management, ethics and confidentiality, the justice system, victims' rights, and more.

Additionally, there are many specialized teams within the Safety team, including a trauma-informed care team. Each member of that team has over 330 hours of specialized training.

"Our team is deeply committed to rider and driver safety. We aim to address incidents quickly with the help of our trained experts who profoundly understand this space," said Ameena Gill, Vice President Safety and Customer Care.

How Lyft handles incident reports

Safety team members are always standing by, ready to help via phone or chat.

Riders and drivers have many options to report an incident or request emergency help in the Lyft app. Lyft's Safety team reviews every report, and almost all safety-related chats or phone calls are answered within 60 seconds.

In the moment: During a ride, a rider or driver in an unsafe situation can call or discreetly text ADT Emergency Help from within the Lyft app. Trained ADT specialists can then help de-escalate a situation, or dispatch emergency services and provide details like GPS location and other relevant information. More information about our partnership with ADT is available in the "Safety features" section of this report.

Members of Lyft's Safety team are available through either the in-app call or chat feature, and can help report a safety incident, advise on next steps, or escalate cases to specialized teams. If a rider or driver wishes to report an incident to law enforcement, one of our Safety team members will walk them through how Lyft cooperates with law enforcement.

Evaluating a report: Each report is handled differently based on the nature of the report. Generally speaking, an alleged offender's account is placed on a temporary hold while we reach out to the reporting party to gather information and provide support as needed.

Three factors — severity of the allegation, degree of evidence (including, for example, and if available, correspondence, third-party statements, route data, and police reports), and history on the platform — determine if and when a reported incident is escalated to a specialized support team. We consider all available evidence and try to make decisions that are best for the Lyft community.



Taking action: Outcomes of a reported incident vary based on the investigation, but can result in a warning, temporary deactivation, or permanent deactivation from the platform. In most cases, Lyft will temporarily deactivate an alleged offender's account while we investigate the report.

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 approach is shared with and recommended by Lyft's Safety Advisory Council members, including Polaris, which focuses on supporting survivors.

Providing support: For the small percentage of the most serious incidents on the Lyft platform, a specialized trauma-informed care team provides direct support to survivors. This support process is unique to each situation, but can include things like connecting a survivor to an advocacy group. This team prioritizes authentic human connection, long-term relationships, and open discussion — we will assist a rider or driver for however long they need support.

Lyft may also receive notice of incidents through channels outside our support system. The most common are reports from law enforcement, posts on social media, or traditional news stories.

Law enforcement: Law enforcement or government agencies conducting criminal investigations can submit legal requests through Lyft's Law Enforcement Online Request System. We respond to 100% of valid requests. Information on what qualifies as a valid request or an emergency disclosure request is detailed in the Appendix. Safety-related incident reports from law enforcement are sent to our Safety team for handling as detailed in this report.

News stories and social media: A dedicated crisis communications team closely monitors Lyft-related news stories and social media, and is trained to quickly identify and escalate potential incidents to our Safety team.



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, 2020, to December 31, 2022: motor vehicle fatalities, fatal physical assaults, and five subcategories of sexual assault.

When deciding what data to include in this report, we prioritized transparency, continuity from our previous report, and consistency within the industry. Where there have been changes in methodology from our previous report, we note it below.

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 2020, 2021, and 2022 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). We excluded crashes that did not result in fatalities so we could directly compare our data to the FARS dataset; this data also included motor vehicle fatalities where the driver on the Lyft platform was not at fault and/or where the fatalities were not occupants of the vehicle engaged in a ride on the Lyft platform. Additional details about the FARS dataset are in the Appendix.

There are no changes in methodology between this report and our previous report.

Fatal physical assaults

This category is defined as a fatal physical altercation involving an individual using the Lyft platform. For the purposes of this report, the incident either must have occurred between individuals matched through the Lyft app and within 48 hours of the end of the ride, or must have been committed by a third party against an individual in the vehicle engaged in a ride on the Lyft platform. The inclusion of incidents committed by third parties is a change from our previous report, but consistent with industry standards. 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, developed the Sexual Misconduct and Violence Taxonomy, a new form of categorization that created a uniform standard for reporting and classifying reported safety incidents. 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. At the recommendation of RALIANCE, and consistent with rideshare industry standards, Lyft also added two new categories to account for incidents reported from 2020 to 2022 that lacked enough information to classify within the existing 21 categories. This report only includes the five 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.

For purposes of this report, an incident must have occurred between individuals matched through the Lyft app and within 48 hours of the end of the ride. Incidents that took place more than 48 hours after a ride ended are not included. This is a change from our last report, but consistent with industry standards.

The full taxonomy and definitions of these terms can be found in the Appendix. 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 about the data classification and auditing processes are in the Appendix.

How we count incidents

Lyft's Safety team tags and classifies all reported incidents — or incidents brought to our attention by law enforcement, through the media, or on social media — in our internal systems. To prepare this report, members of our Safety team queried our systems for data on the categories covered. There were multiple levels of quality control, including manual review of every incident, "blind" audits, monitoring of auditor performances, and random data quality checks.

Expert review

Lyft requested the assistance of the Governors Highway Safety Association (GHSA), a nonprofit association representing the state and territorial highway safety offices, to independently validate the motor vehicle fatalities section of this report. GHSA found Lyft's methodology to be sound, and agreed that Lyft had properly matched all crashes in 2020, 2021, and 2022 with a FARS crash. More details on the validation process are in the Appendix.

Lyft requested the assistance of RALIANCE, a national sexual violence prevention organization, to independently validate the sexual assault section of this report. RALIANCE confirmed that Lyft has been effectively coding the data to determine the nature of reports. They believe that the approach used can allow for quality generation of data for public reporting and as the basis of identifying reports for response. More details on the validation process are in the Appendix.



The data

The data from this report spans the three years in which the United States grappled with the COVID-19 pandemic. These years were marked by dramatic nationwide upticks in violent crime and traffic accidents. Many people felt like the world was less safe, and as a rideshare platform that connects people, Lyft had to deal with these realities like everyone else.

The crime and traffic trends noted below are not an excuse for anything that happened on the Lyft platform. We simply found this background helpful context in understanding and evaluating our safety efforts. We share them here in a similar spirit.

Summary

The safety incidents detailed here are statistically very rare, occurring in only 0.0002% of rides. Again, the data from this report spans the three years in which the United States grappled with the COVID-19 pandemic and corresponding spikes in violent crime and traffic accidents.

On the Lyft platform from 2020 to 2022, there were:

- 111 motor vehicle fatalities — a 14% increase in rate per 100 million vehicle miles traveled, and a 31% increase in incident frequency rate from our previous report.
- 23 fatal physical assaults — a 185% increase in incident frequency rate from our previous report.
- 2,651 instances of the five most serious categories of sexual assault — a 21% decrease in incident frequency rate from our previous report.

For all categories included in the report, we've included the total number of reported incidents, as well as the incident frequency rate, which compares completed U.S. trips in which an incident was reported to the total number of completed U.S. trips.

It's important to note that rideshare use significantly declined in the early stages of the pandemic, which affects incident frequency rates. From 2020–2022, there were approximately 1.41 billion rides on the Lyft platform — 337 million fewer rides than the 2017–2019 period.

When evaluating change in incident frequency over time, we focused on the change between this report and our last report, which covered incidents from January 1, 2017, to December 31, 2019.

Motor vehicle fatalities

During the pandemic, there was a marked increase in nationwide traffic fatalities. In the period covered in this report, 2020–2022, nationwide traffic fatalities increased over 18% compared to the 2017–2019



period covered by our last report.¹ For example, 2021 had the highest number of nationwide traffic fatalities and highest fatality rate since 2006.²

Preliminary studies by the NHTSA attributed the increase in fatalities to riskier behavior from drivers during the pandemic, including speeding, failure to wear seat belts, and driving under the influence of drugs or alcohol.³

This nationwide increase in fatal accidents was also reflected on the Lyft platform. Although overall crash frequency on the Lyft platform decreased between 2020 and 2022, fatal crashes increased. However, each year, the rate of fatal crashes per 100 million vehicle miles traveled was still lower than the national average.

Year	Motor vehicle fatalities	Rate per 100 Million Vehicle Miles Traveled	NHSTA'S National Average — Rate per 100 Million Vehicle Miles Traveled	% of Completed U.S. Trips	% Change Rate per 100 Million Vehicle Miles Traveled	% Change completed U.S. Trips
2017-2019	105	0.76	1.14	0.000006%	N/A	N/A
2020	25	0.68	1.34	0.000006%	14%	31%
2021	36	0.86	1.38	0.000008%		
2022	50	1.02	1.33	0.000009%		

We care deeply about helping to keep riders and drivers safe on the road. In recent years, we've introduced features and updates focused on improving road safety for riders, drivers, pedestrians, and other vehicles on the road.

- Most drivers now rely on Lyft Maps — we've made improvements to rideshare navigation, reducing the number of turns and notifying drivers in real-time of road hazards.
- In 2023, we launched Smooth Cruiser to provide drivers with weekly reports about their driving habits and safe driving practices.
- Drivers must abide by time limits on the platform to ensure they're well rested.
- Frequent reminders to wear a seatbelt are surfaced in the Lyft app.

Fatal physical assaults

Violent crime in America rose sharply during the pandemic. In 2020, the United States saw the largest increase in homicides ever recorded.⁴ The rate of violent crime then declined throughout 2021 and 2022, eventually ending back at 2019 levels.⁵ Also, mirroring trends in cities across the U.S., we saw a significant increase in carjackings on the Lyft platform — peaking in late 2020, and declining thereafter.⁶

Mask policies during the pandemic also became a new vector of conflict in many spaces, including rideshare.



Year	Fatal physical assaults	Frequency by # of U.S. Trips	% of Completed U.S. Trips	% Change
2017-2019	10	~ 1 in 175,000,000	0.0000006%	N/A
2020	7	~1 in 62,000,000	0.0000017%	185%
2021	10		0.0000022%	
2022	6		0.0000011%	

We work hard to keep good actors on the Lyft platform, and bad actors out. We’ve built a number of tools and policies designed to help keep rides safe, and allow riders and drivers to manage unsafe situations.

- Our community guidelines and terms of service expressly prohibit riding or driving with weapons.
- To help prevent carjackings, in certain regions, we ask riders to provide additional identity verification under specific circumstances, like if they are using anonymous payment methods or if we notice other irregularities with their account.
- Accessible ways to contact ADT Emergency Help — to de-escalate a situation or engage emergency responders — are integrated throughout the Lyft app and ride experience.
- Smart Trip Check-In monitors rides for some unusual activity, like long stops or route deviations. If we notice certain things off about a ride, we’ll contact the rider or driver to see if they need help.

Sexual assault

Lyft prohibits any form of sexual assault or misconduct, including sexual harassment. Though sexual violence can happen to anyone, we know that women are disproportionately burdened, and we are committed to building a platform where all users, particularly women, feel safe.

We are determined to learn from every incident, on or off the Lyft platform, and work to prevent them. Everyone on the Lyft platform deserves a respectful and safe ride.

Year	Subcategory	# of Reports	Frequency by # of U.S. Trips	% of Completed U.S. Trips
2020	Non-Consensual Kissing of a Non-Sexual Body Part	112	~1 in 3,780,000	0.00003%
	Non-Consensual Touching of a Sexual Body Part	450	~1 in 950,000	0.00011%
	Non-Consensual Kissing of a Sexual Body Part	121	~1 in 3,500,000	0.00003%
	Attempted Non-Consensual Sexual Penetration	110	~1 in 3,850,000	0.00003%
	Non-Consensual Sexual Penetration	106	~1 in 4,000,000	0.00003%
	TOTAL	899	~1 in 480,000	0.00021%



Year	Subcategory	# of Reports	Frequency by # of U.S. Trips	% of Completed U.S. Trips
2021	Non-Consensual Kissing of a Non-Sexual Body Part	56	~1 in 8,090,000	0.00001%
	Non-Consensual Touching of a Sexual Body Part	417	~1 in 1,090,000	0.00009%
	Non-Consensual Kissing of a Sexual Body Part	60	~1 in 7,550,000	0.00001%
	Attempted Non-Consensual Sexual Penetration	57	~1 in 7,940,000	0.00001%
	Non-Consensual Sexual Penetration	124	~1 in 3,650,000	0.00003%
	TOTAL	714	~1 in 640,000	0.00016%
2022	Non-Consensual Kissing of a Non-Sexual Body Part	97	~1 in 5,550,000	0.00002%
	Non-Consensual Touching of a Sexual Body Part	615	~1 in 880,000	0.00011%
	Non-Consensual Kissing of a Sexual Body Part	117	~1 in 4,600,000	0.00002%
	Attempted Non-Consensual Sexual Penetration	74	~1 in 7,270,000	0.00001%
	Non-Consensual Sexual Penetration	135	~1 in 3,990,000	0.00003%
	TOTAL	1038	~1 in 520,000	0.00019%

Year	Subcategory	# of Reports	Frequency by # of U.S. Trips	% of Completed U.S. Trips	Change in % of U.S. Completed Trips
2017-2019	Non-Consensual Kissing of a Non-Sexual Body Part	672	~1 in 3,000,000	0.00004%	N/A
	Non-Consensual Touching of a Sexual Body Part	2300	~1 in 800,000	0.00013%	
	Non-Consensual Kissing of a Sexual Body Part	506	~1 in 3,500,000	0.00003%	
	Attempted Non-Consensual Sexual Penetration	320	~1 in 5,500,000	0.00002%	
	Non-Consensual Sexual Penetration	360	~1 in 5,000,000	0.00002%	
	TOTAL	4158	~1 in 430,000	0.00024%	
2020-2022	Non-Consensual Kissing of a Non-Sexual Body Part	265	~1 in 5,400,000	0.00002%	-51%
	Non-Consensual Touching of a Sexual Body Part	1482	~1 in 1,000,000	0.00010%	-20%
	Non-Consensual Kissing of a Sexual Body Part	298	~1 in 4,800,000	0.00002%	-27%
	Attempted Non-Consensual Sexual Penetration	241	~1 in 5,900,000	0.00002%	-7%
	Non-Consensual Sexual Penetration	365	~1 in 3,900,000	0.00003%	26%
	TOTAL	2651	~1 in 540,000	0.00019%	-21%



As with all our safety work, we take a comprehensive, multipronged approach to try to prevent and detect sexual assaults. Prevention starts with thorough background checks of drivers. Then during onboarding, all drivers must complete a safety education program developed with It's On Us, the nation's largest nonprofit organization dedicated to sexual assault prevention in colleges.

Additionally, our product teams have developed a suite of in-ride safety features, detailed below, to help riders and drivers manage an unsafe situation or engage emergency services. These include: Smart Trip Check-In (including scheduled and post-ride check-ins), ADT Emergency Help, and the "Share your location" feature.



Safety and comfort features and policies

Every year, we work hard to make the platform safer by implementing new safety features. Since 2020, we've built many new safety features and continued to fine-tune our safety policies — in this section, we detail some of the initiatives we've implemented to help keep our community safe.

Our safety work is centered around three main priorities:

1. Build a trusted community.
2. Foster safe interactions and help manage unsafe situations.
3. Provide best-in-class support if things go wrong.

Build a trusted community

Preparations for a safe ride start long before a rider opens our app or a driver gets behind the wheel. We work to keep good actors on the platform and bad actors out.

Community safety guidelines

We set clear expectations regarding safety and hold everyone to the same high standard. Riders and drivers are introduced to our community guidelines in the onboarding process and must agree to them. Riders and drivers can cancel any ride that makes them feel unsafe.

Anyone who does not abide by these guidelines — and Lyft's Terms of Service — may be permanently removed from the Lyft platform.

Background checks

All drivers must meet certain requirements to drive on the Lyft platform, including passing an initial criminal background check and driving record check. Criminal background checks are run by a third-party company, Checkr, Inc. Driving record checks are run by a third-party company, Safety Holdings Inc. After initial approval, to continue driving on the platform, drivers must pass criminal background checks that are run at least annually.

We also continuously monitor for criminal convictions and driving record violations. Lyft uses a third-party company, First Advantage, to continuously monitor and verify new criminal convictions and pending cases. Safety Holdings Inc. continuously monitors for disqualifying traffic violations or DMV issues. Both companies notify Lyft of disqualifying convictions or violations.

Lyft deactivates drivers who do not pass the ongoing screening.

See who you're riding with

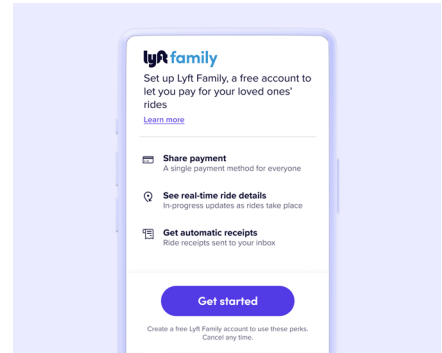
Riders and drivers deserve to see who they're riding with. This can be a challenge when people use Lyft to help their loved ones get around — so in 2020, we introduced Rides for Others. This feature gives riders



and drivers clarity about the identity of the other person in the car, reduces confusing pick-up experiences, and allows riders and drivers to rate each other after the ride.

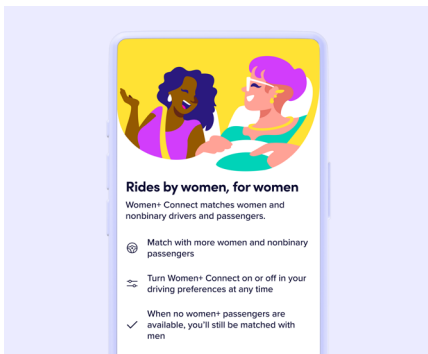
A related feature, Lyft Family, also released in 2020, provides families and loved ones the option to call a ride for someone else and easily track real-time trip details.

Then in 2022, we made changes to the ride request process to prompt riders to add profile photos – making it easier for drivers to know who they’re picking up.



Rider verification for anonymous payments or irregularities

After a nationwide rise in carjackings in late 2020, we took action to help protect the driver community. In certain regions, riders using an anonymous payment method (or engaging in other irregular app usage) are asked to provide additional identity verification before calling a ride. Activity suspected of being related to carjacking qualifies for deactivation.



Women+ Connect

In 2023, we launched Women+ Connect. This is a preference feature that helps women and nonbinary riders and drivers ride together more often.

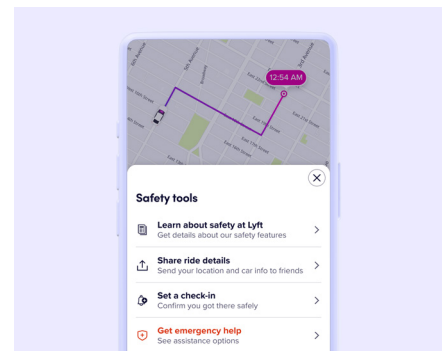
Both drivers and riders have told us they feel more comfortable and at ease while ridesharing with Women+ Connect. This is one of our highest-rated features, and has helped encourage more women drivers to take the wheel.

Help foster safe interactions and help manage unsafe situations

Once a rider or driver is on the Lyft platform, we help foster safe interactions while also helping people manage the rare unsafe situation. Lyft has invested in tools to detect and prevent safety incidents, and built tools for riders and drivers to engage external help.

Live safety support

Real people from Lyft’s Safety team are available to help via phone or chat at all times of the day or night. The vast majority of safety-related chats or phone calls are responded to within 60 seconds.

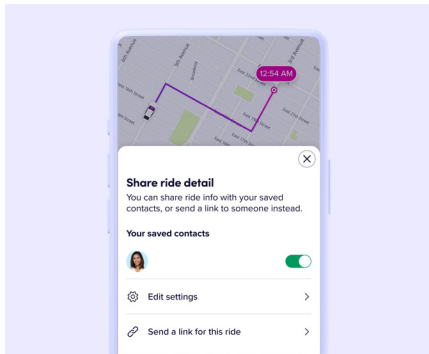
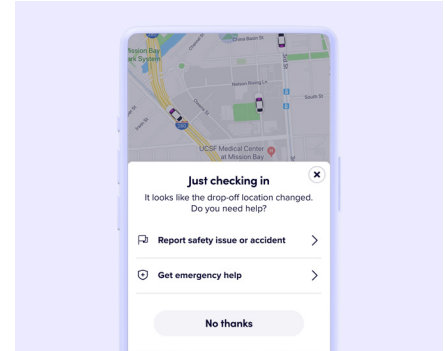




Smart Trip Check-In

In 2019, we launched Smart Trip Check-In, which monitors rides for some unusual activity, like long stops or route deviations. If we notice certain things off about a ride, we'll contact the rider or driver to see if they need help.

Since 2019, we've continued to expand this feature; for example, we created a scheduled check-in option for riders, added new irregularities that would trigger a check-in (e.g., far drop-off, mid-ride cancel, or long stop), and integrated ADT Emergency Help into check-ins.



Share your location

In 2020, we gave riders the ability to add trusted contacts to their in-app safety settings. This feature lets loved ones follow a ride in real time — including details like pickup and drop-off locations, live GPS location, the driver's name and photo, and the driver's vehicle info and license plate number.

In 2022, we gave drivers the ability to share their location for each ride, and add emergency contacts, who would be contacted by the Lyft team to offer professional support in the event of a fatal crash or severe injury.

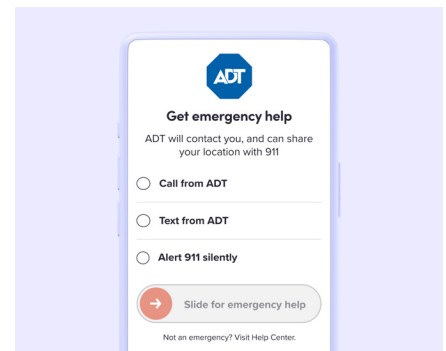
Emergency Help with ADT

In 2020, we announced a partnership with ADT, a leading security and automation provider with nearly 150 years of security experience and the largest network of security professionals.

If a rider or driver ever feels unsafe, or experiences a medical emergency, they can connect with an ADT security professional from the Lyft app. A driver can call ADT, while riders can call, text, or discreetly trigger a silent alert.

ADT provides live support in uncomfortable situations. If necessary, they can alert authorities and share important ride details, like GPS geolocation and the vehicle's license plate number.

In 2023, we released ADT Emergency Help Video. ADT can use a driver's phone camera to observe a live stream video when they request Emergency Help — this gives the agent more context about a situation, and allows them to help de-escalate and dispatch emergency help (police, fire department, medical). The video is recorded, stored, and maintained by ADT in accordance with ADT's privacy policy.





Dashcam registration

Drivers can register their dashcam through the Lyft Driver app. This feature lets riders know their driver may have a dashcam before a ride and that their ride may be recorded. Lyft doesn't have access to the cameras, and registering a dashcam is optional. All drivers must follow Lyft's [recording device policy](#) – including city and state regulations on recording devices – at all times.

Provide best-in-class support if things go wrong

If something does happen on the Lyft platform, we want riders and drivers to feel empowered to report it without fear or undue effort. Our reporting tools are straightforward and accessible, and our policies aim to be fair and consistent.

Specialized support and advocacy

As noted in the "Safety at Lyft" section of this report, we provide personalized support when something goes wrong on the Lyft platform.

Every member of our Safety team is a credentialed victim advocate. We also have a trauma-informed care team, whose members each have over 330 hours of specialized training – and for whom success is defined in the genuine human connection and long-term relationships they build with survivors who need support.

Reporting and support improvements

We recognize that sexual assault and other incidents are chronically underreported in the United States. Historical challenges to reporting have included fear of retaliation, feelings of guilt or shame, and low trust in the effect of a report. We are working to overcome these challenges, and want users to feel empowered to report incidents – by making sure they know about our reporting resources, understand how to use them, and trust that they will help.

Throughout 2021 and 2022, we redesigned our in-app safety toolkit to make it easier for riders and drivers to report an incident. Improvements included: better visibility for the in-app safety toolkit, clear and obvious choices while reporting an incident, sub-categories for riders or drivers to easily provide details, and options to escalate to a call with our Safety team.

Our goal was to improve our team's understanding of – and response to – incidents, while reducing the need for follow-ups with the reporting party. These changes broadly reduced the time it takes for our Safety team to handle an incident, and improved the quality and accuracy of our internal data.

Industry Sharing Safety Program

Early in 2021, we partnered with Uber and a third-party company, HireRight, to launch the Industry Sharing Safety Program, a first-of-its-kind effort to share information about the drivers who are deactivated from rideshare platforms for some of the select safety reasons detailed in this report. This program gives participating companies information they can use to make decisions for their own platforms, and help keep the rideshare industry safe.



HireRight collects and manages the data from individual companies, matches and shares information between the companies, and ensures that each company is abiding by best practices and industry standards informed by sexual violence prevention experts and the National Sexual Violence Research Center taxonomy.



Conclusion

We want Lyft to be the safest way to get around.

Behind every statistic in this report is a real person. As a company, we work to help prevent, detect, and learn from these incidents.

We believe that Lyft can be a part of a broader solution to problems of violence, sexual assault, and dangerous roads. Our teams are hard at work on industry-leading features designed to help keep our communities safe – and will announce and release these new safety features and policies as they become available.

In the spirit of transparency and accountability, we will continue to release our safety data on a regular cadence. We appreciate your interest.

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.



Endnotes

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