

Safety is fundamental to everything we do at Lyft. We are always looking for ways to improve safety on the Lyft platform and give our riders and drivers peace of mind. That's why, since day one, we've continually invested in product features and policies to help keep our community safe.

In 2019...

Nearly **1 in 5** Lyft employees are directly involved in safety work

**>15** Safety features launched

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## We hold our drivers to high standards

To be approved to drive with Lyft, all applicants must pass a professionally-administered background check, which includes a search of national and local databases and a national sex offender registry search. These checks are repeated annually for all current drivers on the platform.

Drivers must pass a DMV check to ensure they have a clean driving record, a valid driver's license, and more. We also conduct continuous criminal monitoring with continuous driving record checks rolling out soon. Any driver who does not pass these screenings will not be permitted to drive on our platform.

### OUR BACKGROUND CHECKS INCLUDE:

- Social Security number trace
- Nationwide criminal search
- County court records search
- Federal criminal search
- US Department of Justice 50-state sex offender registry search

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## Matching riders and drivers

If you're a rider, you'll see your driver's photo and vehicle information (including license plate number) in your app before you're picked up so you can easily confirm you're getting in the right car. We have an enhanced identity verification process, which combines driver's license verification and photographic identity verification to prevent identity fraud on our platform.

If you're a driver, you can see the name, photo, and rating on a rider's account before you accept the ride. We give both riders and drivers a chance to share feedback. If you rate a driver or passenger less than 4 stars, you're required to provide more details about the rating.

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# Safety in the app

We've built safety into the entire Lyft experience. These are some of our most important safety features:

## ACCESS TO 911

Drivers and riders can get emergency help right from the app. You'll see a clear view of your current location and vehicle info so you can quickly share with emergency dispatchers.

## SHARE LOCATION

Real-time ride tracking allows riders and drivers to share their car's location and route with family and friends.

## SMART TRIP CHECK-IN **(COMING SOON)**

If something looks unusual about a ride — like a car staying at a drop-off for a long time — we'll reach out to ask if you need help, and we'll give you the option to request emergency assistance.

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# How we respond to safety incidents

Riders and drivers can report non-emergency incidents to our dedicated Trust and Safety team through a 24/7 Critical Response Line so we can take action to help to keep our community safe.

Our dedicated Law Enforcement Response team responds to 100% of valid law enforcement requests.

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# Our partners in safety

We collaborate closely with outside experts on products, policies, and programs that enhance the safety of our community.



We've partnered with ADT, a leading security and automation provider with 145 years of security experience, on a pilot program for new in-app safety features.



Through a partnership with RAINN, the nation's largest anti-sexual violence organization, we've developed mandatory Community Safety Education for drivers.



We partner with the National Association of Women Law Enforcement Executives (NAWLEE) to understand transportation safety concerns for women and build safety features that address them.