Lyft’s Commitment to Protecting Driver Earnings Amid the COVID-19 Pandemic

Lyft drivers represent an army of everyday citizens, most of whom work long hours — as teachers, engineers, artists, mechanics, students — or as caregivers, parents and grandparents. In fact, 90% of Lyft drivers drive fewer than 20 hours a week, and 74% work outside of driving on the Lyft platform. We know many drivers count on Lyft for extra income and are feeling impacted by the changes happening around COVID-19. We’re actively exploring and introducing new ways for our drivers to keep earning during this uncertain time.

Offering and advocating for help for those affected

The health and well-being of our Lyft community remains our priority. Lyft will provide funds to qualifying drivers who are diagnosed with COVID-19 or put under individual quarantine by a public health agency — an amount determined by the driver’s previous activity on the Lyft platform. We’re extending this to drivers who submit documentation through April 10 and will evaluate the program at that time.

Additionally, Lyft has been focused on people-centered solutions that will put money directly in the pockets of everyday Americans, including Lyft drivers. Lyft supports the CARES Act and advocated for many of the provisions contained in it, including an expansion of existing unemployment compensation and new unemployment compensation for independent contractors. We have provided drivers with guidance on how the CARES Act may help them.

Connecting drivers with additional sources of income

Lyft can be a critical lifeline for communities in need and this situation is no different. While ride demand is temporarily down, we’re actively expanding services offered on our platform to include delivery partnerships for essential services. We’re partnering with healthcare, government, and businesses to create new, contactless opportunities for drivers who are interested and able to drive.

To distribute these rides, we’re activating LyftUp, and partnering with organizations on the frontlines serving our communities at this time of crisis. Drivers are able to sign up for our LyftUp Driver Task Force (as always, this is entirely optional and drivers are paid for these rides). Lyft drivers are earning additional sources of income and playing a vital role connecting people with essential services and goods by:

- **Delivering medical supplies and other critical goods:** Lyft drivers will be able to deliver unused COVID-19 tests and life-sustaining medical supplies that governments and healthcare organizations want to send to the elderly, chronically ill, and other vulnerable populations.
- **Delivering meals for kids and seniors in need:** Drivers will be able to pick up meals from distribution centers and deliver them to home-bound seniors and students who can no longer access school lunches. After a trial in the Bay Area, we’re working to quickly scale this program throughout California and across the US.

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- Facilitating necessary medical transportation, especially for low-income individuals: Lyft drivers help provide non-emergency medical transportation (NEMT) every day. These rides help ensure people can access things like dialysis appointments, chemotherapy, and prenatal care — especially Medicaid members, who often can’t afford transportation.

We’re also teaming up with other companies to get drivers access to temporary work opportunities, and will include those relevant to drivers in a weekly Lyft email update sent out during this time.

Making changes to support our drivers

We’re making a number of changes to strengthen earning opportunities for Lyft drivers during these uncertain times.

- Pausing onboarding of new drivers: New driver applicants during this period will be added to a waitlist. This helps protect the earning opportunities of current Lyft drivers.

- Express Drive program: For those who rent vehicles through Lyft’s Express Drive program, minimum ride requirements are now waived and Flexdrive rental rates are reduced in the most impacted markets. Applicable rental fees will be waived if a driver is diagnosed with COVID-19 or put under individual quarantine by a public health official.

- Mobile Service: While our Driver Centers and hubs are temporarily closed, Mobile Services are currently available in San Francisco, Los Angeles, and Houston and will continue to support essential vehicle repairs, while following guidelines for social distancing.

Contributions from our co-founders

John Zimmer and Logan Green are both contributing 100% of their salaries, through the end of June, to support our community during this crisis.