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

The health and safety of Lyft’s community is our priority. With the evolving situation around COVID-19, we want to make sure drivers know the best ways to help protect themselves and others when driving with Lyft.

What is Lyft doing to help drivers and riders stay safe?

We are monitoring the COVID-19 situation closely, and taking action based on guidance from the Centers for Disease Control and Prevention (CDC) and local health officials. Our focus is on helping keep riders, drivers, and team members safe. We have an internal task force dedicated solely to this issue, and will continue to take action as needed. This includes making available information and resources, hand sanitizer, cleaning supplies, and face masks, and contactless earning opportunities. We have also temporarily paused Shared rides across all of our markets to help slow the spread of COVID-19.

Keeping drivers informed:
Lyft has sent drivers regular, weekly updates to make sure they have the latest information and guidance from the CDC and we are also providing in-app guidance. We’ve created a new online tutorial for drivers with guidance from trusted sources like the World Health Organization (WHO) on how to help protect themselves and others. Our local updates site provides information about restrictions and public health mandates from government officials and how they may affect Lyft’s operations locally. We will regularly update our website with the latest news and information for drivers.

Sharing health and safety tips for drivers:
We care deeply about the safety of Lyft drivers and our communities and appreciate everything drivers do to help others during these uncertain times. As they provide a critical lifeline for communities in need, we have compiled CDC guidance and outlined some ways for drivers to help protect themselves and others:

- **Stay home if you are sick.**
- **Regularly disinfect surfaces and practice good hygiene:** Use disinfecting wipes to clean surfaces and door handles regularly. Afterwards, drivers are encouraged to wash their hands for 20 seconds with soap and water or use hand sanitizer that contains at least 60% alcohol. Lyft is distributing free sanitizing products to drivers in more than 40 markets across North America. We’ve distributed over 10,000 products so far, and plan to distribute over 150,000 more throughout the month of April.
- **Wear a face covering:** The CDC recommends the use of simple cloth face coverings to slow the spread of the virus, and help people who may have it, but don’t know it, from transmitting it to others. Cloth face coverings can be made from household items or common, low-cost materials. We’ve ordered face masks and have been making them available to drivers, prioritizing regions where additional guidance about masks has been given.
- **Open windows during trips:** Per the CDC, roll down the windows during trips to increase ventilation and air circulation in their cars.
- **Avoid close contact:** Refrain from physical greetings such as handshakes. Drivers are free to ask riders to sit in the back to increase social distancing.

Offering help and staying safe:
While ride demand is temporarily down, we’re actively expanding our platform to include delivery and transportation partnerships with healthcare, government, and businesses. This work helps create new opportunities for drivers, arranges rides to those in need, and helps distribute essential goods.

During a period of shelter-in-place mandates and self-quarantine recommendations, governments and healthcare organizations can use Lyft’s on-demand network to bring life-sustaining medical supplies and test kits to the elderly, those with chronic diseases, and other vulnerable populations. Our healthcare team is working with government agencies and other businesses to identify individuals in need and we are working to facilitate contactless drop-offs.

Updated April 2020