

## TNCs: Critical Infrastructure for Essential Services

Transportation Network Companies, shared transportation and micro-mobility services have become an integral and essential part of modern Transportation Systems in the United States, providing access to affordable and reliable transportation options to tens of millions of riders each week.

Many of our most vulnerable communities are heavily and disproportionately affected by shelter-in-place and stay-at-home advisories, including home-bound seniors, people living with disabilities, chemotherapy and dialysis patients, children who receive free or reduced lunch at school, and Medicaid recipients who rely on non-emergency medical transportation (NEMT) to access critical healthcare services and for other essential needs.

TNCs in New Jersey enable millions of rides, providing critical access to many services deemed essential under a statewide executive order and a statewide health advisory, including:

- Patients who need regular rides to and from medical appointments
- Healthcare, public safety and other first responders who use Lyft to get to work, particularly while needing to maintain social distancing protocols
- Food delivery, and work with a third party to provide prescription delivery [*in development*]
- Caretakers that depend on Lyft to reach family members in need
- People who need rides to the pharmacy, grocery store, chemotherapy treatments, dialysis
- People who live in food deserts or those who need to access food banks
- People living with a disability who rely on TNCs to maintain their independence
- People who use TNCs to access public transit and for reliable and affordable rides when public transit is unavailable.

Lyft supports nonprofit organizations and groups that serve at-risk populations by supplying access to free or discounted rides to workplaces, social service organizations, learning centers, healthcare services and local transit authorities, and has established partnerships with vital service organizations, ranging from the AIDS Healthcare Foundation and National Council on Aging to the National Urban League and American Cancer Society to provide access to free rides for obtaining essential services, as well as for caregivers to facilitate delivery of supplies to homebound seniors.

### [LYFT HEALTHCARE SERVICES](#)

Leading organizations in healthcare trust Lyft to help get their patients to healthcare appointments. Lyft partners with 9 of the 10 largest US health systems, 9 of the 10 largest non-emergency medical transportation (NEMT) brokers, and the top 10 payers to help them help their patients.

Lyft conducts hundreds of thousands of healthcare rides per year, including the following:

- **Medicaid Transportation:** Lyft provides NEMT rides for NJ Medicaid members - including fee-for-service and managed care NJ FamilyCare - through the statewide broker, LogistiCare. Any NJ Medicaid member for whom a Lyft ride is dispatched right now from LogistiCare would have no other viable transportation option to get to or from essential services such as dialysis, chemotherapy, or prenatal care.
- **Medicare Transportation:** Lyft provides non-emergency medical transportation to elderly and often socially isolated populations, through our transportation partners, for Medicare Advantage health plans across New Jersey including Humana
- **Health Plan partnerships:** Lyft provides NEMT for patient travel to Anthem members
- **Health Systems:** Lyft provides both patient and worker transportation across numerous key Health systems including (but not limited to): Robert Wood Johnson Medical Center, Meridian Health System, Hunterdon Medical Center, Hackensack University Medical Center and CarePoint

## COMMUNITY PROGRAMS

Lyft funds hundreds of thousands of dollars in free rides to nonprofits and advocacy organizations across the state to help eliminate barriers that many underserved communities face due to lack of access to transportation. Since 2019, we have facilitated thousands of rides through our LyftUp program, which includes dedicated support for **Disaster Relief, Grocery Access and Jobs Access** ride programs.

### LyftUp

#### Grocery Access

- Lyft's Grocery Access Program provides access to free & discounted rides to and from grocery stores to thousands of individuals and families in food insecure areas. The Grocery Access program currently operates in 15+ cities across the U.S.

#### Jobs Access

- Lyft provides access to free Lyft rides to and from job training programs, interviews, and the first three weeks of new employment to give unemployed individuals a fairer chance at success. In Massachusetts, Lyft has partnered with Goodwill, Year Up, ABCD, RIZE MA, and #cut50 (Dream Corps).

#### Disaster Relief

- In the aftermath of a natural disaster, our goal is to make transportation as easy as possible for those in need through our [disaster relief program](#). In these moments, connecting passengers with their loved ones and helping them access valuable community services becomes more crucial than ever. We adhere to our internal emergency response protocols to evaluate our response. In July 2019, Lyft provided access to relief rides in response to the East Coast Heat Wave.

#### Community Grants

- Lyft provides local, nonprofit organizations in New Jersey free ride grants to serve their communities. Our partners include:
  - Rutgers Cancer Institute of New Jersey

- Family Reach Foundation
- St Francis Community Center, LBICC, Inc.
- Best Buddies International
- Roots & Wings
- Summit Medical Group Foundation

## **NEW JERSEY COVID-19 RELIEF**

Lyft has expanded existing partnerships and worked with nonprofits across the state whose communities have been hardest hit by COVID-19 to offer free rides during the crisis:

- **New Jersey Coalition to End Domestic Violence:** We work with this statewide association to provide support & resources to survivors of domestic violence and their children by offering free rides to help women escape unsafe environments.
- **Center for Food Action:** Taking care of North Jersey's most vulnerable residents by providing food, housing, utility, heating assistance, counseling and advocacy services, we are donating rides for community members to access these emergency services.
- **National Federation of the Blind New Jersey:** Supporting blind and low vision individuals with rides for essential needs/ appointments statewide.
- **Samost Jewish Family & Children's Service:** In South Jersey we are providing free rides to Seniors and Military Veterans to help them get to their essential medical appointments.
- **Fulfill | Monmouth & Ocean Food Bank:** Through this partnership we are able to provide free & discounted rides to members of the community to alleviate hunger and build food security in Monmouth and Ocean Counties, ensuring that all people have access to nutritious food.
- **Community Food Bank:** Lyft is also providing free ride credits to the Community Food Bank of NJ to use for the COVID-19 crisis.
- **Bergen County Housing, Health and Human Services Center:** For those low income families in the county who still need to make it to essential appointments or are at risk of homelessness and still need to make it to apartment viewings, we are providing them with free and discounted rides.
- **Family Promise:** Servicing families that are experiencing or at-risk of homelessness in Union and Bergen Counties, we are helping supply discounted rides to help them get to essential services, appointments and to those who are still employed but without a vehicle.
- **United Way:** As an expansion of our existing partnership with United Way Worldwide, Lyft is working with the 211 network to provide resources for those most in need. Lyft resources will be designated to support rides for **seniors and immunocompromised individuals** to health appointments, rides for seniors to go shopping during seniors-only shopping hours at grocery stores, rides for families to pick up alternative school meals from designated sites, and rides for health workers seeking support to get to work.
- **Seniors/Shoprite:** Lyft has partnered with ShopRite supermarkets in Philadelphia and New Jersey to offer [free ride credits](#) to local senior citizens for their grocery shopping needs.