



# Lyft's Commitment to Helping Communities Amid the COVID-19 Pandemic

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We know Lyft can be a critical lifeline for communities in need — this situation is no different. Right now, Lyft drivers are playing a vital role connecting people with essential services and goods — getting riders to grocery stores and pharmacies, helping people get to work when needed, and caretakers to family members in need.

Additionally, many vulnerable populations still don't have the access to these essential services as they should. So we're taking immediate action to fill the gaps, [while continuously working to protect driver safety](#). These new initiatives also provide our drivers — many of whom are full-time teachers, college students, caregivers or retirees — with more opportunities to earn additional income through the Lyft app.

## Supporting drivers & maximizing community impact

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While ride demand is temporarily down, we're actively expanding services offered on our platform to include delivery partnerships with healthcare, government, and businesses to create new opportunities for drivers who are interested and able to drive. 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 make contact-free deliveries of 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 safely 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.
- **Facilitating necessary, scheduled 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.
- **Using our platform to alert riders and drivers about safety and public health updates:** We're partnering with National League of Cities to gather important local updates, such as curfews and shelter in place orders, and provide access to them through our app.

## Activating national LyftUp partnerships

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Lyft is donating ride credits for tens of thousands of rides to those with essential transportation needs during the coronavirus pandemic — including families and children, low-income seniors, and caregivers. To distribute these rides, we're activating [LyftUp](#) — and partnering with public health entities, local governments, nonprofits and community organizations who are on the frontlines of this crisis.



## Activating national LyftUp partnerships

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- **United Way:** As an expansion of our existing partnership with United Way Worldwide, we are working with the 211 network to provide resources for specific use cases most in need.
- **National Council on Aging (NCOA):** We're providing free Lyft ride credits to caregivers within NCOA's network to deliver food and supplies to their homebound loved ones.
- **Jobs Access & Grocery Access:** We already serve vulnerable populations through our LyftUp [Jobs Access](#) Program, which facilitates rides to and from job interviews and trainings, and our LyftUp [Grocery Access](#) Program, which facilitates rides to and from grocery stores in food insecure areas. Now, we're working with our existing partners to meet the additional needs of these communities – for example, enabling Year Up, a Jobs Access partner of ours, to get their community members to the grocery store.
- **Disaster Response:** During times of [natural disaster](#), we typically team up with local organizations and first responders to facilitate rides to help those who need to access urgent services, food, shelter, and other critical resources. Many of our trusted disaster response partners, like Team Rubicon and World Central Kitchen, are also activating for COVID-19 responses.

## Expanding access with micromobility

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Micromobility can support essential travel needs across the country during this uncertain time. That's why we've launched programs across our bikeshare networks providing free memberships to essential healthcare workers. [Citi Bike's Critical Workforce Membership Program](#) provides first-responders, healthcare workers and transit workers with a free month of Citi Bike membership. We also are offering free bikeshare memberships for riders in the [Bay Area \(Bay Wheels\)](#), [Chicago \(Divvy\)](#), and [Boston \(Bluebikes\)](#). Interested healthcare employers can reach out to [herobikes@lyft.com](mailto:herobikes@lyft.com) to enroll their employees, too.

## Coming together to help

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Lyft has several resources available for community and public health partners who are helping their communities through transportation – including the following:

- For governments and healthcare entities who need to move essential goods, please contact [us here](#).
- For states who need additional NEMT capacity as healthcare utilization surges, our [healthcare team](#) is here to work with our partners and state Medicaid agencies to reinforce networks and ensure access to care during this critical time.
- For nonprofits who need transportation support, please apply for a LyftUp COVID-19 Community Grant [here](#).
- For foundations and philanthropists looking for a meaningful way to make an impact, we have many partners who need your support. There are immense transportation and delivery needs right now, so [please reach out](#) if you'd like to help.