

Lyft News

Supporting Our Community

Mar 19, 2020



We know Lyft can be a critical lifeline for communities in need — this Right now, Lyft drivers are playing a vital role connecting people with goods — getting riders to grocery stores and pharmacies, doctors and caretakers to family members in need. We're immensely grateful to the below are some of our initial efforts we're taking to support them during

Additionally, many vulnerable populations still don't have as much access to services as they should. So we're taking immediate action to fill the gaps [working to protect driver safety](#). These new initiatives also provide opportunities for whom are full time teachers, retirees, college students, caregivers — who can to earn income through the Lyft app.

We use cookies to secure, improve, and analyze your site experience. When you 'Accept all cookies' you consent to Lyft using cookies to personalize your experience and ads and direct us to share information with our cookie providers. [Privacy Policy](#)

Accept all cookies

work helps create new opportunities for drivers, provides rides to those in need, and helps distribute essential goods.

- **Supporting delivery of medical supplies and other critical 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. To protect drivers and those receiving the deliveries, these drop-offs will be contactless.
- **Supporting delivery of meals for kids and seniors in need:** Students who receive free or subsidized lunch at school and home-bound seniors have been heavily affected by shelter-in-place advisories. To meet crucial food access gaps, Lyft is working in partnership with government agencies and local non-profits. Starting with a pilot in the Bay Area, drivers will be able to pick up meals from distribution centers and deliver them without contact to individuals in need. We are working to quickly scale this program throughout California and across the country.
- **Facilitating necessary medical transportation, especially for low-income individuals:** Lyft plays an essential role in facilitating non-emergency medical transportation (NEMT) for people every day. During this crisis, we will do everything we can to ensure people have a way to get to their dialysis appointments, chemotherapy, prenatal care and more — especially Medicaid members, who often can't afford transportation. We've partnered with eight Medicaid agencies to integrate Lyft into their NEMT programs, and we're actively working with additional agencies across the country to ensure eligible patients can access critical healthcare services.
- **Using our platform to alert riders and drivers about key safety updates:** We're partnering with National League of Cities to gather and share updates, such as curfews and shelter in place orders, and provide them through our app.
- **Further actions we're taking to support the driver community:**

ACTIVATING NATIONAL LYFTUP PARTNERSHIPS

Starting today, Lyft is donating tens of thousands of ride credits to the transportation needs during the coronavirus pandemic – especially for low-income seniors, doctors and nurses. To distribute these rides, we are working and partnering with public health entities, local governments, non-profit organizations on the frontlines serving our communities at this time of crisis.

- **United Way*:** As an expansion of our existing partnership with United Way, we are working with the 211 network to provide resources for support in need.

We use cookies to secure, improve, and analyze your site experience. When you 'Accept all cookies' you consent to Lyft using cookies to personalize your experience and ads and direct us to share information with our cookie providers. [Privacy Policy](#)

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.

All riders and drivers are asked to stay home if they are sick, and should work with a medical professional to discuss transportation options if they need to see a doctor. Per the [CDC](#), anyone who suspects they may have or is diagnosed with COVID-19 should not use ridesharing.

COMING TOGETHER TO HELP

Lyft has many available resources for partners of all kinds seeking to use transportation to provide help for their communities – including the following:

- For governments and healthcare entities who want to move around essential goods, please contact [us here](#).
- For states who need additional NEMT capacity as healthcare utilizes [this](#), 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 our Community Grant [here](#).
- For foundations and philanthropists looking for a meaningful way to support, we have many partners who need your support. There are immense delivery needs right now, so [please reach out](#) if you'd like to help.

We'll continue to look for additional ways we can support the driver community on LyftUp, and help unlock access to essential services during a time of crisis.

This work is in addition to the many business policy shifts and other changes that we've launched in the past two weeks, including but not limited to: making Drive policies more flexible; pausing onboarding of new drivers to support current drivers; and providing funds to drivers who are diagnosed with COVID-19 or individual quarantine by a public health official, based on the rides they've taken on the platform over the last four weeks. For more information on what we've done, see our COVID-19 [website](#).

We use cookies to secure, improve, and analyze your site experience. When you 'Accept all cookies' you consent to Lyft using cookies to personalize your experience and ads and direct us to share information with our cookie providers. [Privacy Policy](#)



proceed forward.

Driver



Rider



Lyft



Lyft driver app

Lyft rider app



EN



[Terms](#) [Privacy](#) [Accessibility Statement](#) [Your Privacy Choices](#) 

CPUC ID No. TCP0032513-P

We use cookies to secure, improve, and analyze your site experience. When you 'Accept all cookies' you consent to Lyft using cookies to personalize your experience and ads and direct us to share information with our cookie providers. [Privacy Policy](#)