



# NEW YORK SAFETY COMMITMENT

Lyft is the latest evolution of mobile-based ridesharing – a friendly, safe, and affordable transportation option that matches people who need rides with people who have cars.

As industry pioneers setting the gold-standard for safety and designing every part of Lyft with safety front of mind, we commit to:

- Prior to permitting a person to act as a driver on its digital network, Lyft will obtain and review a criminal history report for such person. The criminal history check will be a national criminal history check including the national sex offender database. A person with disqualifying convictions will not be permitted driver access to the Lyft network.
- Prior to permitting a person to act as a driver on its network, and quarterly thereafter, Lyft will obtain and review a driving history report for such person. A person with disqualifying traffic violations will not be permitted driver access to the Lyft network.
- Drivers on the Lyft network will adhere to state insurance requirements and Lyft will maintain a business automobile excess liability insurance policy, which covers all vehicles operated by drivers on the Lyft network, with a minimum combined single limit of one million dollars for each occurrence of bodily injury and property damage for accidents involving a vehicle and Lyft operator in transit to or during a trip.
- Lyft will implement a zero tolerance policy on the use of drugs or alcohol applicable to any driver on the Lyft network, provide notice of the zero tolerance policy on its website, as well as the procedures to report a complaint about a driver with whom the passenger was matched and for whom the passenger reasonably suspects was under the influence of drugs or alcohol during the course of the ride, and immediately suspend said driver upon receipt of a passenger complaint alleging a violation of the zero tolerance policy. The suspension will last the duration of the investigation.
- All vehicles on the Lyft network will be of model year 2000 or newer and pass a 19-point safety inspection conducted annually by Lyft or a third party before being used to provide a service.
- Drivers on the Lyft network will accept only rides prearranged through the Lyft mobile application and will not solicit or accept street-hails
- Lyft will maintain a 24/7 support team available via telephone and email and trained to assist both drivers and passengers.
- Lyft will maintain a driver-training program designed to ensure that each driver safely operates his or her vehicle prior to the driver being able to offer service.
- To keep community standards high, the Lyft mobile application will allow passengers and drivers to each provide feedback on a 5-star scale after every ride. If either party rates their match 3-stars or lower, they will never be matched again. If a driver's average feedback falls below 4.6 out of 5 stars, that driver will no longer be permitted driver access to the Lyft network.