



548 MARKET ST. #68514
SAN FRANCISCO, CA
94104

Plan on Avoiding Divide between Able and Disabled Communities

1. Accessible Vehicles - Lyft drivers will be able to indicate what, if any, accessibility needs they can accommodate including:
 - a. Wheelchair accessible vehicle
 - b. Service animal accessible vehicle
2. Passenger Ride Preferences - Lyft will create a feature that will give passengers the option to set various ride preferences including:
 - a. Service animal accessible vehicle
 - b. Wheelchair accessible vehicle

Miscellaneous accessibility needs will be addressed through a comment box that will allow passengers to make specific requests.

3. Community outreach and integration
 - a. *Engage and educate.* At Lyft, we are working to engage and educate the handicapped community in each of our markets. We have received feedback from many of our handicapped riders, expressing gratitude for the Lyft application and noting that it has greatly increased their mobility. As we continue to build out our accessibility systems, our community team will help to educate and engage the passengers that will be utilizing these options. Education will come through various forms such as driver/passenger round tables, targeted outreach, and driver/passenger stories.
 - b. *Accommodating Lyft Drivers.* Lyft strives to accommodate its handicapped drivers. For example, for its hearing-impaired drivers Lyft has hired sign-language interpreters to translate welcome videos.
4. Zero tolerance discrimination policy - Lyft ensures the rating and reviews found within the application are not used in a manner that results in discrimination through the following measures:



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a. Rating System: Our rating system does not take into account a one-off rating; instead, drivers and passengers are rated over time for a cumulative rating. Therefore, one poor rating will not impact that user. However, if a user gets a low rating, Lyft's support team reviews the low rating and follows-up to understand why the low rating occurred. If a low rating was given due to discrimination, the case will be passed to the Trust and Safety team where they will take appropriate action.

b. Escalation Policy: If a member of our support team receives notice or becomes aware of a potentially discriminatory exchange, Lyft's escalation policy requires that this information be immediately communicated to the Trust and Safety team to ensure swift action. The Trust and Safety team will follow up directly with the parties involved and take appropriate action.

c. Inappropriate words, phrases or comments: We flag key words that indicate inappropriate remarks around discrimination of any kind. When those key words come up, our Trust and Safety team investigates these incidents. Drivers or passengers will either be coached or off-boarded, depending on what is discovered in the investigation stage.

d. Code of Conduct: At Lyft, the safety and respect of drivers and passengers is our top priority. We look to our community of drivers to set the example of our company values by treating passengers with the utmost respect and integrity. All members of the Lyft community agree not to harass or discriminate anyone on the basis of race, national origin, religion, gender, gender identity, physical or mental disability, medical condition, marital status, age or sexual orientation. We request that all members of the Lyft community understand and adhere to the code of conduct that supports Lyft's mission to be the safest and friendliest transportation option. Failure to adhere to Lyft's code of conduct may result in immediate deactivation.