A photograph of three people riding Lyft bikes on a city street. In the foreground, a Black woman with dreadlocks, wearing a white t-shirt, blue pants, and a black helmet, is smiling and looking towards the camera. She has tattoos on her arms. Behind her, a man in a maroon shirt and a woman in a denim jacket and sunglasses are also riding bikes. The bikes are black with a 'lyft' logo on the front basket. The background shows a city street with trees and buildings.

LYFT 2021

# Lyft Multimodal Report







# Introducing the Lyft Multimodal Report

Micromobility has seen tremendous growth in recent years — and with it, greater potential for social impact in the communities Lyft serves. In 2020, over 1.8 million new riders tried our shared bikes and scooters as a sustainable, affordable way to get around without a car. It's a promising start for a future we envisioned in 2018 when Lyft acquired Motivate, North America's largest bikeshare operator, and added the option for shared scooters along with it. Today, Lyft operates shared micromobility in 15 markets with our local city partners.

We're proud to publish the first [Lyft Multimodal Report](#), an important illustration of our impact across race, gender, and socioeconomic status, including the positive difference our services have made for critical workers during the COVID-19 pandemic. The report draws on survey responses from thousands of riders across the country to learn who they are and how they're getting around. We're encouraged by the results:

## Enhancing mobility access in underserved communities.

- 53% of Lyft's shared micromobility riders identify as members of racial and/or ethnic minority groups.
- The median household income of Lyft's shared micromobility riders is \$56,000.
- In New York City's Citi Bike system, 49% of first-time riders in 2020 were women. The share of rides taken by women in this system grew nearly 25% from 2019 to 2020.
- 31% of Lyft's bikeshare stations are located in low-income areas, as defined by the U.S. Department of Housing and Urban Development.
- Members of Lyft's reduced-fare bikeshare and shared scooter programs rely on micromobility to get around: they take 12% more rides than standard members.

## Providing a resilient mobility option during the COVID-19 pandemic.

- 28% of Lyft's shared micromobility riders took more trips during the COVID-19 pandemic.
- 44% of Lyft's shared micromobility riders said it would have been difficult or even impossible for them to access essential services throughout the pandemic without shared micromobility.
- Through Lyft's Critical Workforce Program, essential workers have taken over 1.1M rides to date. 80% of these riders were brand new members to Lyft's micromobility services.

## Connecting with public transit and encouraging sustainable travel behaviors.

- 79% Lyft's shared micromobility riders have used shared micromobility to connect to public transit.
- 54% of Lyft's shared micromobility riders do not own or lease a personal vehicle. Among bikeshare members, this figure is 70%.
- Lyft's shared micromobility riders own over half a million fewer vehicles because of the availability of shared micromobility services.

We're excited to see how our integration of transit, bikes, and scooters will continue to bring us closer to our vision of cities built around people, not cars. We'll keep you updated on our progress.



TABLE OF CONTENTS

04

A ride for every trip.

08

A ride for everyone.

14

An extension of the transportation network.

14

Lyft’s shared micromobility riders use public transit.

15

Shared micromobility is filling gaps in transit service.

15

Lyft offers seamless integration with public transit.

17

Shared micromobility riders rely on bikeshare and shared scooters to access public transit.

18

Encouraging sustainable travel behaviors.

19

Shared micromobility helps riders get where they need to go.

20

Shared micromobility discourages car usage and car ownership.

22

Resilient mobility options.

24

Shared micromobility riders relied on Lyft’s multimodal platform to access essential services during the COVID-19 pandemic.

25

Lyft’s multimodal partnerships helped keep essential workers moving.

27

Underserved communities disproportionately relied on shared micromobility during the pandemic.

30

An electrified ride.

31

Ebikes reduce car dependency.

32

Streets for people.

33

Resilient streets.

# A ride for every trip.<sup>1,2</sup>

Lyft leverages its multimodal network in pursuit of our mission: **To improve people's lives with the world's best transportation.**

**In 2018, Lyft began expanding beyond ridesharing. Today, we operate an extensive multimodal network.**



### Micromobility: bikes and scooters.

Lyft operates the largest shared micromobility network in the United States, and, as of 2021, the largest docked bikeshare system in the world outside of China.

Bikes and scooters are an ideal choice for short-distance trips, and riders can use our ebikes to extend that range.

**In 2020, over 1.8 million new riders tried Lyft's shared micromobility systems.**

Riders can reserve bikes and scooters using the Lyft app as well as partner bikeshare apps.



## Lyft works with city partners to operate the following bikeshare systems:

	Bay Wheels San Francisco Bay Area, CA		Capital Bikeshare Washington, D.C. Metro Area		Divvy, Chicago, IL
	BIKETOWN Portland, OR		Citi Bike New York City, NY and Jersey City, NJ		NiceRide Minneapolis, MN
	Bluebikes Boston Metro Area, MA		CoGo Columbus, OH		Lyft Bikes Santa Monica, CA

## Lyft also operates shared scooters in:

- Denver, CO
- Miami, FL
- San Diego, CA
- Washington, D.C.
- Los Angeles, CA
- Minneapolis, MN
- Santa Monica, CA





Transit integration.

Lyft offers real-time transit information so riders can plan trips on public transportation in 19 metropolitan areas, including transit payment integration in Denver, CO.



Rideshare.

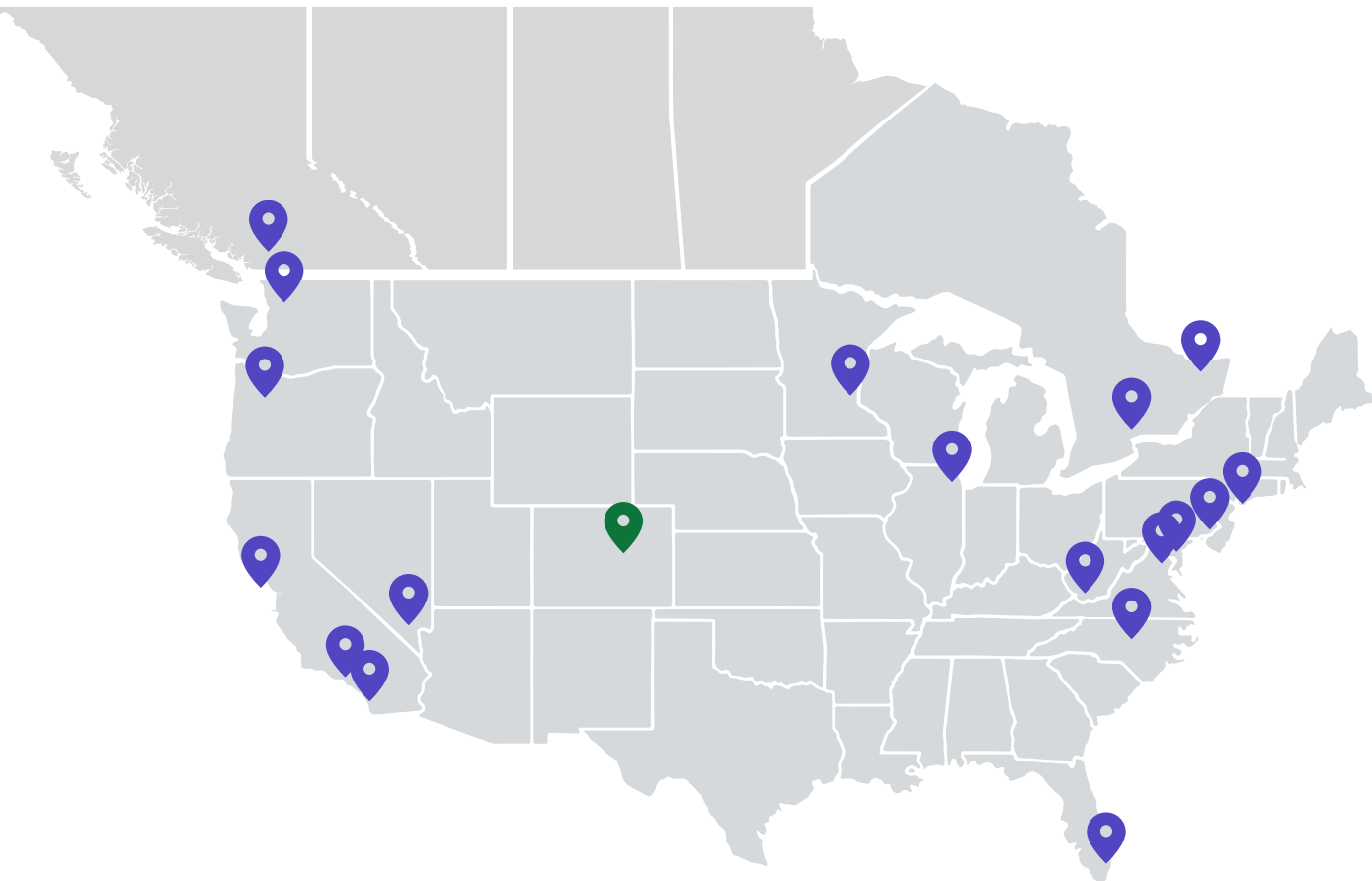
Lyft operates ridesharing services in all 50 U.S. states as well as in 2 Canadian provinces.

To learn more about Lyft's rideshare operations, check out our [2021 Economic Impact Report](#).



Rentals.

For road trips, errands, or weekend escapes, Lyft offers rental cars in 16 states.

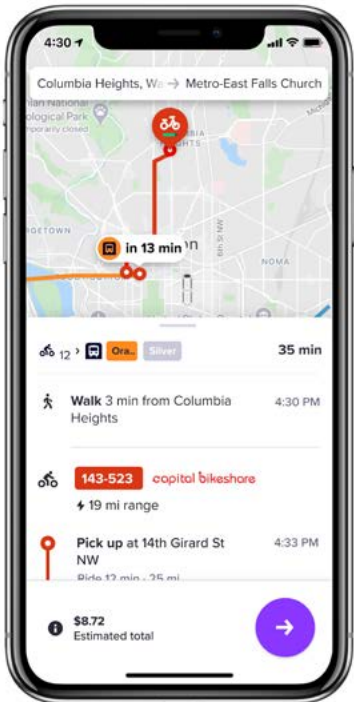
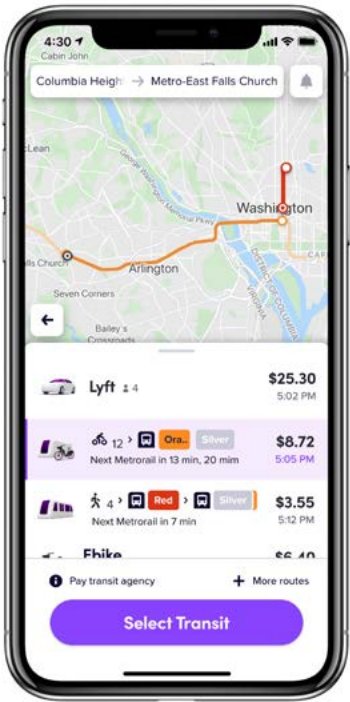


Public transit routes and schedules



Public transit routes and schedules  
& public transit payment integration

Lyft's integrated network helps riders to plan their route from **A to B** in a single app.



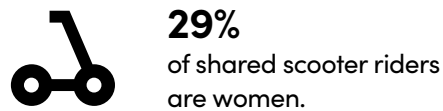
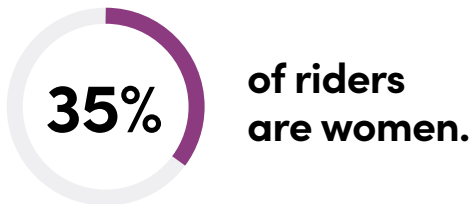
<sup>1</sup> Detailed information on the data sources and methodology used throughout this report are presented in the related [Methodological Supplement](#).

<sup>2</sup> Definitions:

- Multimodal – Characterized by multiple different travel modes; can describe networks as well as individual trips.
- Micromobility – Refers to both bikes and scooters.
- Riders – Refers to all individuals who use Lyft's shared micromobility services, unless otherwise specified.
- Bikeshare members – Refers to all riders who have a monthly or annual membership to a Lyft-operated bikeshare system.



# A ride for everyone.



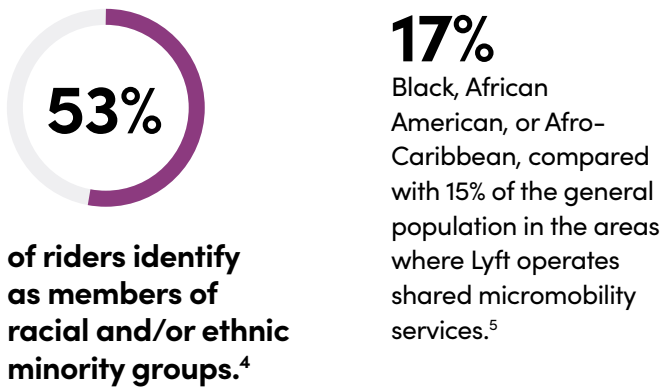
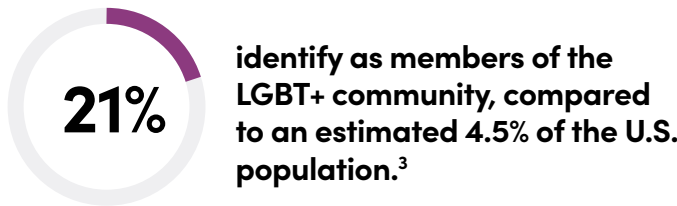
**In New York City's Citi Bike system, 49% of first-time riders in 2020 were women.**

The share of rides taken by women in this system grew nearly 25% from 2019 to 2020.



**Age 32**  
on average.

**\$56K**  
Median household income of Lyft's shared micromobility riders.



**30%** Hispanic or Latinx, compared with 27% of the population in the areas where Lyft operates shared micromobility services.<sup>6</sup>

**8.8%** Asian, Native Hawaiian, or other Pacific Islander, compared with 13% of the population in the areas where Lyft operates shared micromobility services.<sup>7</sup>

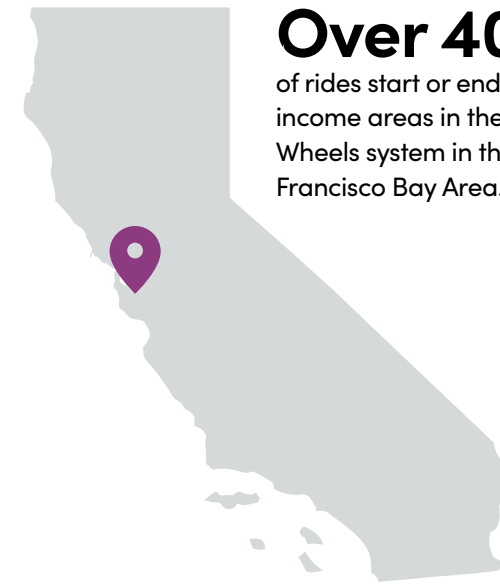




## Expanding mobility access.

31%

of bikeshare stations are located in low-income areas.<sup>8</sup>



**Over 40%**  
of rides start or end in low-income areas in the Bay Wheels system in the San Francisco Bay Area.



Lyft offers reduced-fare bikeshare and shared scooter equity programs around the country for income-qualifying riders.

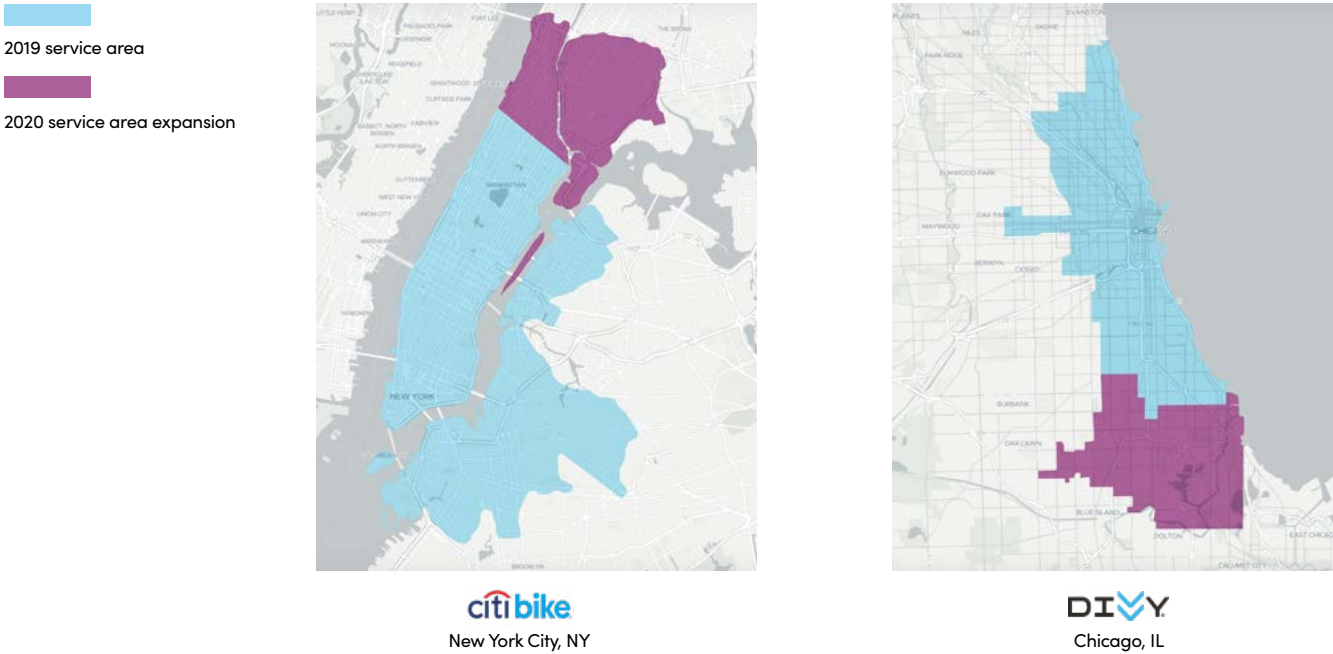
Equity program members take **12% more rides** than standard members.





# 24% of rides across Lyft’s shared micromobility systems start or end in low-income areas.<sup>9</sup>

This was a **23% increase over 2019**, and is due in part to significant expansion efforts in New York City’s Citi Bike system in the Bronx and Queens, as well as service area expansion in Chicago’s Far South Side in the Divvy system.



<sup>3</sup> Frank Newport, “In U.S., Estimate of LGBT Population Rises to 4.5%,” Gallup, May 22, 2018.

<sup>4</sup> Minority group is defined as total population less non-Hispanic whites. The enumerated groups are neither mutually exclusive nor exhaustive.

<sup>5</sup> U.S. Census Bureau, [2019 American Community Survey 5-Year Estimates](#). The values describe the percent of riders and of the population in the regions in which Lyft operates shared micromobility services who identify as a member of the enumerated group either alone or in combination with one or more other races irrespective of Hispanic or Latinx heritage. The reference geography includes: Chicago, IL, Columbus, OH, Denver, CO, Los Angeles, CA, Miami, FL, Minneapolis-St. Paul, MN, New Jersey, New York, NY, Portland, OR, San Diego, CA, San Francisco, CA, Silicon Valley, CA, and Washington, D.C. We exclude Boston, MA, from this figure as we did not survey riders in the Blue Bikes system.

<sup>6</sup> U.S. Census Bureau, [2019 American Community Survey 5-Year Estimates](#). The values describe the percent of riders and of the population in the regions in which Lyft operates shared micromobility services who identify with Hispanic or Latinx ethnicity irrespective of race. The reference geography includes: Chicago, IL, Columbus, OH, Denver, CO, Los Angeles, CA, Miami, FL, Minneapolis-St. Paul, MN, New Jersey, New York, NY, Portland, OR, San Diego, CA, San Francisco, CA, Silicon Valley, CA, and Washington, D.C. We exclude Boston, MA, from this figure as we did not survey riders in the Blue Bikes system.

<sup>7</sup> U.S. Census Bureau, [2019 American Community Survey 5-Year Estimates](#). The values describe the percent of riders and of the population in the regions in which Lyft operates shared micromobility services who identify as a member of the enumerated group either alone or in combination with one or more other races irrespective of Hispanic or Latinx heritage. The reference geography includes: Chicago, IL, Columbus, OH, Denver, CO, Los Angeles, CA, Miami, FL, Minneapolis-St. Paul, MN, New Jersey, New York, NY, Portland, OR, San Diego, CA, San Francisco, CA, Silicon Valley, CA, and Washington, D.C. We exclude Boston, MA, from this figure as we did not survey riders in the Blue Bikes system.

<sup>8</sup> We identify low-income areas as areas classified as Qualified Census Tracts (QCT) by the U.S. Department of Housing and Urban Development. These areas are eligible for the federal Low Income Housing Tax Credit (LIHTC). To be designated as a QCT, a census tract must have 50% of its households with incomes below 60% of the Area Median Gross Income (AMGI) or have a poverty rate of 25% or more.

<sup>9</sup> We identify low-income areas as areas classified as Qualified Census Tracts (QCT) by the U.S. Department of Housing and Urban Development. These areas are eligible for the federal Low Income Housing Tax Credit (LIHTC). To be designated as a QCT, a census tract must have 50% of its households with incomes below 60% of the Area Median Gross Income (AMGI) or have a poverty rate of 25% or more.

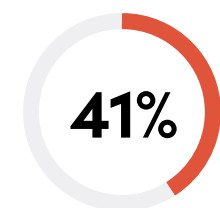




# An extension of the transportation network.

As a complement to public transit, micromobility is an important part of the transportation ecosystem.

## Lyft's shared micromobility riders use public transit.



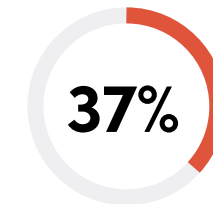
use public transit on a weekly basis.

**17%**

use transit at least 5 times per week.



## Shared micromobility is filling gaps in transit service.



of riders have used shared micromobility when public transit is not available.

When transit agencies reduced their services as a result of the COVID-19 pandemic, we observed an increase in micromobility trips that **both** started and ended near transit stops impacted by service reductions.<sup>10</sup>

## Lyft offers seamless integration with public transit.



The Lyft app and its partner bikeshare apps offer multimodal trip planning across shared bikes, scooters, and transit in **19 metropolitan areas**.



Beginning in December 2020, Denver riders can purchase Regional Transportation District transit tickets directly in the Lyft app.





# Shared micromobility riders rely on bikeshare and shared scooters to access public transit.

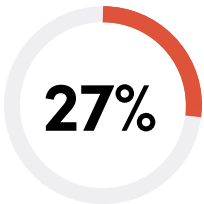


**79%**  
of riders have used shared micromobility services to get to or from public transit.

**23%**  
of riders use shared micromobility services to connect to transit on a weekly basis.

 **46%**  
of bikeshare members.

 **18%**  
of scooter riders.



of riders with household incomes under \$50K use shared micromobility to connect to public transit on a weekly basis, **compared with 20% of those with a household income of \$50K or more.**

<sup>10</sup> Debs Schrimmer, "Changes in Bike and Scooter Travel Behavior During COVID-19," Medium, posted July 1, 2020.



# Encouraging sustainable travel behaviors.

Shared micromobility systems enhance local transportation networks by filling gaps, provide connections to transit, and offer a green alternative to driving.

## Riders took almost 21 million rides in the Citi Bike system in 2019.

To put that scale in perspective, this is comparable to the pre-COVID-19 annual ridership of the San Francisco Bay Area's Caltrain (CA) commuter rail system<sup>11</sup> and the pre-COVID-19 annual passenger boardings at Boston Logan Airport.<sup>12</sup>



In 2020, over 1.8 million new riders tried Lyft's micromobility services.



**36%**  
of riders use bikes on a weekly basis.



**13%**  
of riders use scooters on a weekly basis.



Shared micromobility helps riders get where they need to go.

**33%**

of riders have used shared micromobility to get to or from work.

**50%**

of riders have used shared micromobility to run errands.

**17%**

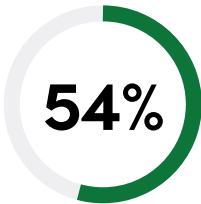
of riders have used shared micromobility to access healthcare services.

**87%**

of riders have used shared micromobility for leisure, exercise, or fun.<sup>13</sup>



# Shared micromobility discourages car usage and car ownership.



of Lyft’s shared micromobility riders do not own or lease a personal vehicle. **Among bikeshare members, this figure is 70%.**

**34%**  
of Lyft’s shared micromobility riders who have access to a personal vehicle say that they use that vehicle less because of shared micromobility services. **That figure is 52% among bikeshare members.**

# Lyft’s shared micromobility riders own **over half a million fewer vehicles** because of the availability of shared micromobility services.

We estimate that Lyft’s shared micromobility riders have sold, donated, or otherwise discarded **almost 200,000 vehicles** because of the availability of shared micromobility services.



We estimate that if shared micromobility services did not exist, Lyft’s shared micromobility riders would have purchased **almost half a million more vehicles.**

<sup>11</sup> Federal Transit Administration – National Transit Database. [Monthly Module Raw Data Release \(2019\).](#)

<sup>12</sup> Federal Aviation Administration. [Passenger Boarding \(Enplanement\) and All-Cargo Data for U.S. Airports Airports \(2019\).](#)

<sup>13</sup> Respondents are identified as having used shared micromobility for leisure, exercise, or fun if they indicated that they have used shared micromobility for any of the following purposes prior to the COVID-19 pandemic, during the COVID-19 pandemic, or both: travel on leisure trips; get to/from entertainment and recreation (e.g., restaurants, bars, venues, parks); travel to/from the gym or other exercise facility; as a source of exercise or fitness; or for fun.





# Resilient mobility options.

Keeping people moving during the COVID-19 pandemic.

## 2020 brought many big milestones across Lyft's bikeshare systems:

- The Citi Bike system (New York, NY) hit 100M all-time rides, the only bikeshare system in the U.S. to reach this milestone.
- The Capital Bikeshare system (Washington, D.C.) celebrated its 10-year anniversary with over 27M all-time rides.
- The Nice Ride bikeshare system (Minneapolis, MN) celebrated its 10-year anniversary with over 2.7M all-time rides.
- The Divvy bikeshare system (Chicago, IL) broke its monthly ridership record with over 612K rides.



The COVID-19 pandemic impacted the transportation network, with many transit agencies reducing or suspending operations.

In response to these changes, Lyft introduced several new features into the app in select markets:



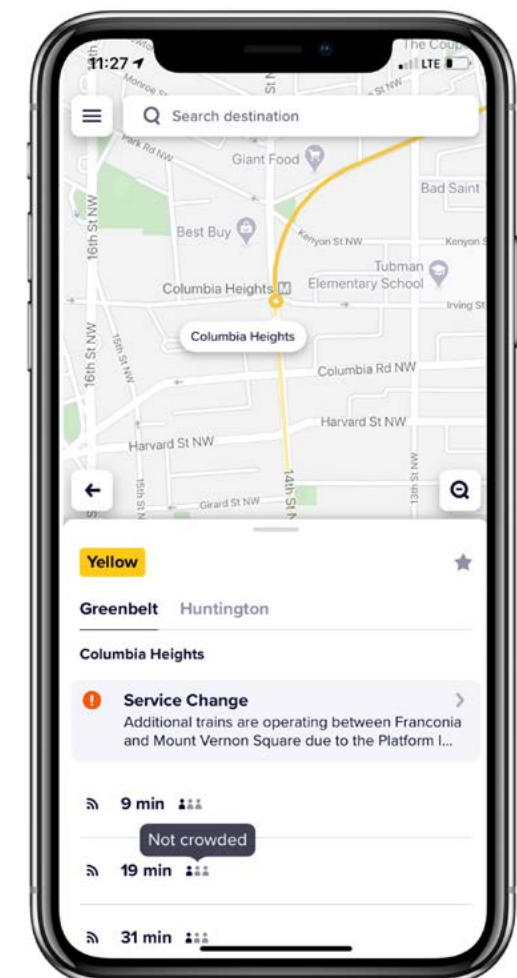
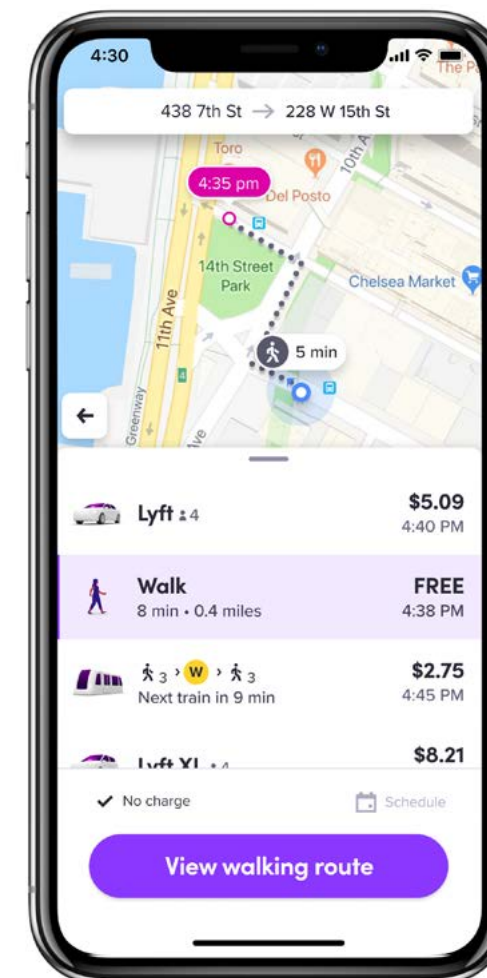
Walking directions



Planned service change information

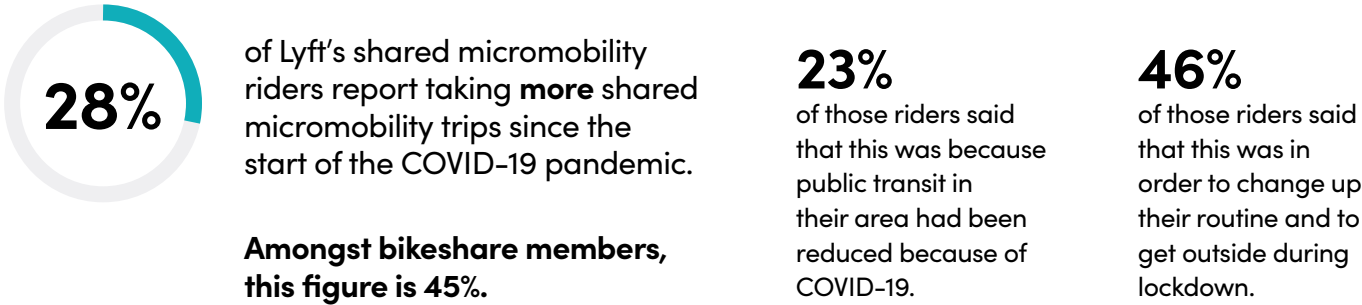


Crowding information

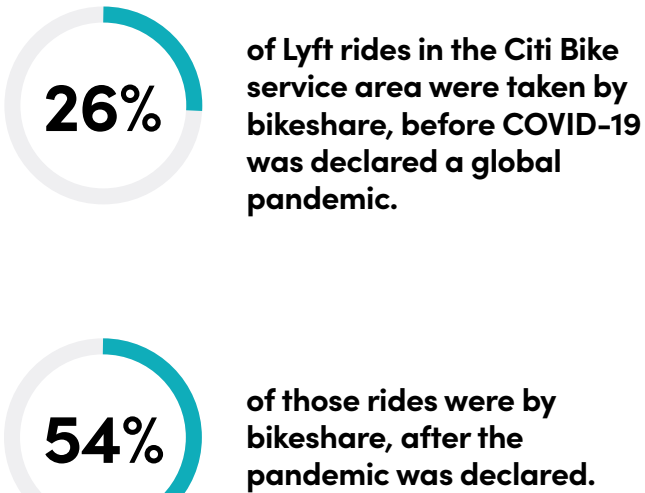




Shared micromobility riders relied on Lyft’s multimodal platform to access essential services during the COVID-19 pandemic.

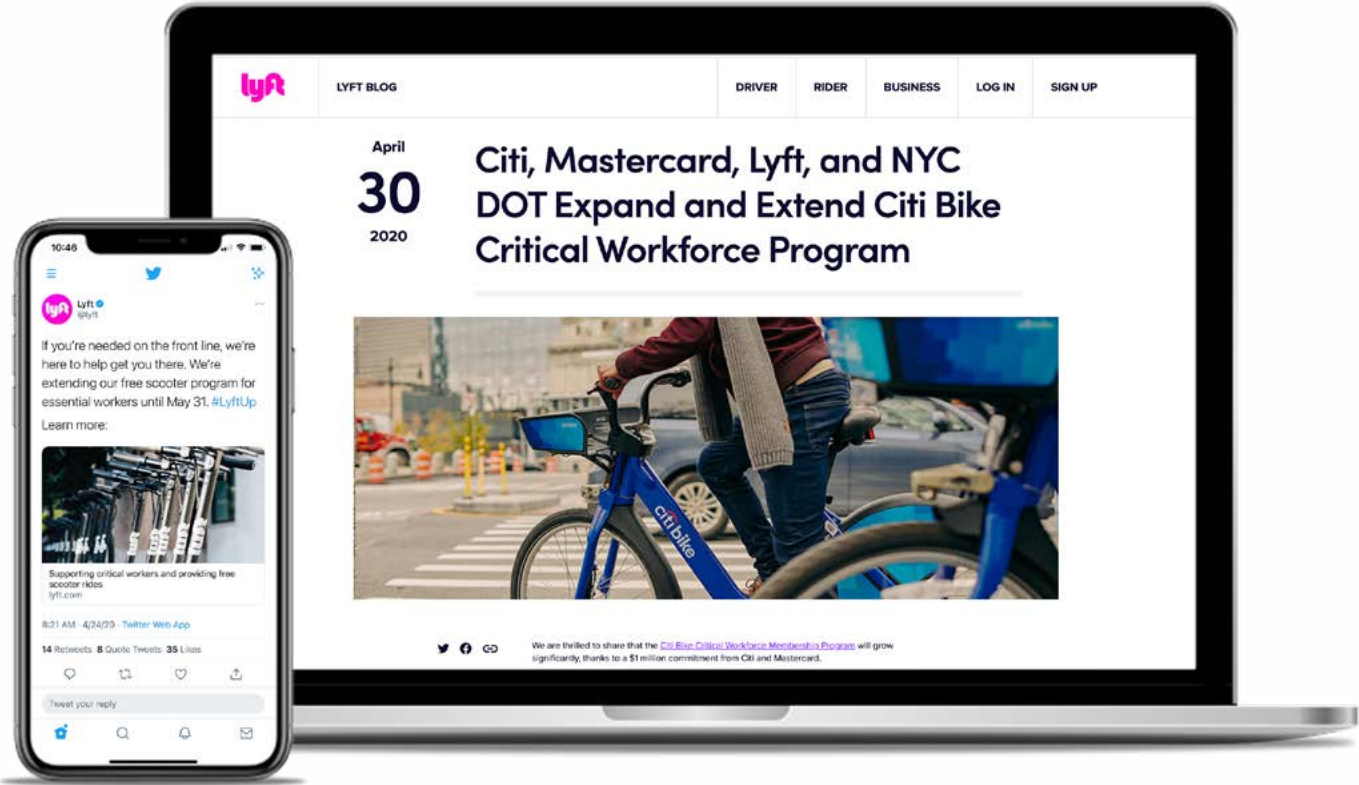


Riders in New York City relied heavily on the Citi Bike system.



Lyft’s multimodal partnerships helped keep essential workers moving.

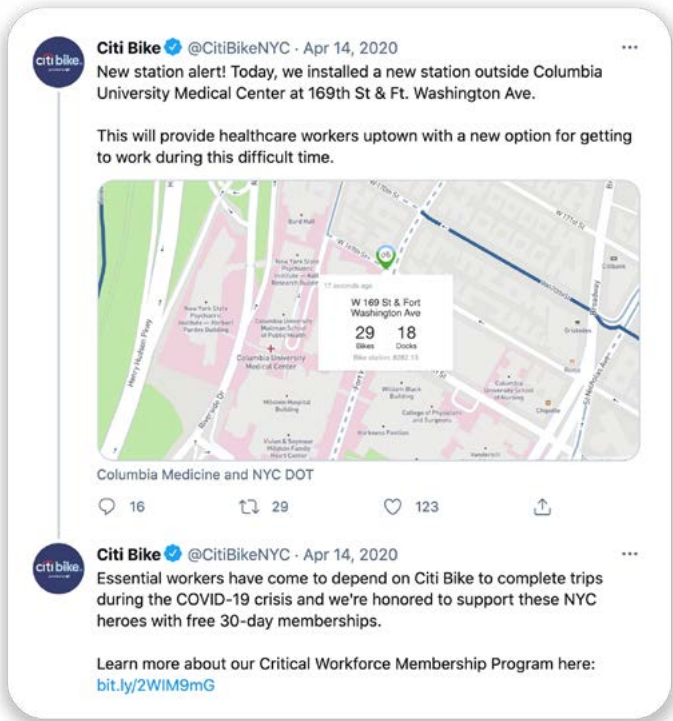
**36K**  
Lyft provided 36K free bikeshare memberships to essential workers around the country through our Critical Workforce Program, **resulting in over 1.1M rides to date.**





During the COVID-19 pandemic, bikeshare stations near hospitals became among the most frequently-used stations.

- The bikeshare station at 68<sup>th</sup> Street and 1<sup>st</sup> Avenue, located near 3 major hospitals, rose from the 59<sup>th</sup> most-used station in the year before the pandemic to the **single most used** station in the Citi Bike system.
- Similarly, the bikeshare station at 33<sup>rd</sup> Street and 1<sup>st</sup> Avenue, also located near 3 major hospitals, rose from the 58<sup>th</sup> most-used station to 10<sup>th</sup>.



Lyft works directly with transit agencies across North America on more than 80 partnerships.

In 2020, nearly half of those programs were newly launched or expanded. Transit partnerships are supported by a team of over 40 city planners, bringing breadth and depth of experience in transit planning and operations.

Partnerships include:

- First and last mile connectivity to existing transit service
- Paratransit for seniors and people with disabilities
- Solutions for low-density suburban areas

[Learn more](#) about Lyft's transit partnerships.



**80%**  
of riders in the Critical Workforce Programs were new members of Lyft's micromobility systems.

**62%**  
of the Citi Bike system's Critical Workforce Program members were female.

“

These daily rides became my mental health break.”

— CÉSAR F. CRITICAL WORKER PROGRAM MEMBER  
MT. SINAI BETH ISRAEL HOSPITAL, NYC

“

Metro Connect gave us the adaptability we needed to maintain operations and service when we faced the unprecedented challenges of the COVID-19 pandemic. Our workforce availability took a substantial hit during the early months of the pandemic. With Lyft, we were able to focus our resources on key transit routes, and rely on Metro Connect to serve other critical transit corridors. Together, we were able to keep the St. Louis region moving and help essential workers get to their important destinations.”

— LISA CAGLE, DIRECTOR OF INNOVATIVE SERVICES METRO TRANSIT



## Underserved communities disproportionately relied on shared micromobility during the pandemic.

44%

of Lyft's shared micromobility riders reported that it would have been difficult or even impossible for them to access essential services during the COVID-19 pandemic without the availability of shared micromobility.

**Compared to riders who said that shared micromobility had no effect on their ability to access essential services during the pandemic, these riders are:**

- more likely to identify as Black, African American, or Afro-Caribbean
- more likely to identify as Hispanic or Latinx
- more likely to speak a language other than English at home
- more likely to have an educational attainment of a high school diploma or lower
- more likely to have a part-time job
- more likely to have a significantly lower household income<sup>14</sup>
- more likely to be an essential worker<sup>15</sup>
- less likely to have access to a private vehicle

<sup>14</sup>Riders who indicated that it would have been difficult or impossible for them to access essential services throughout the pandemic without the availability of shared micromobility services have a significantly lower median household income than riders who indicated that shared micromobility had no effect on their ability to access essential services during the COVID-19 pandemic.

<sup>15</sup> Respondents are identified as working in an essential job if they indicated that they are or were most recently employed in one of the following occupations: firefighters, nurses, EMTs, law enforcement officers, postal and delivery workers (e.g., USPS, FedEx, UPS) grocery workers, and pharmacy workers.



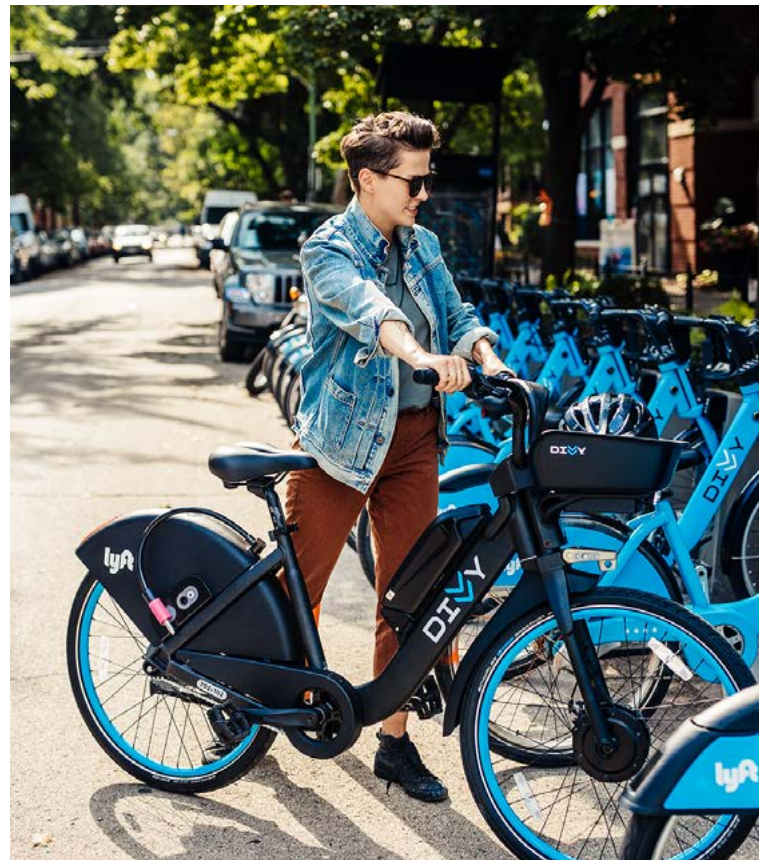
# An electrified ride.

As the leading provider of shared ebikes in the U.S., Lyft operates ebikes across 8 cities.



## 5.1M

Lyft's ebikes gave over 5.1 million rides in 2020 and riders used them to travel almost 12 million miles.



By the end of 2020, ebikes accounted for up to 20% of the Citi Bike fleet in New York and New Jersey, but **accounted for 40% of all rides.**



Ebikes in the Citi Bike system were used an average of 12.7 times per day in the last half of 2020, compared to pedal bikes in the Citi Bike system, which were used an average of 3.7 times per day.



In Chicago, ebikes in the Divvy system were ridden an average of 5.0 times per day in the last half of 2020, compared to pedal bikes in the Divvy system, which were ridden an average of 2.3 times per day.

## Ebikes reduce car dependency.

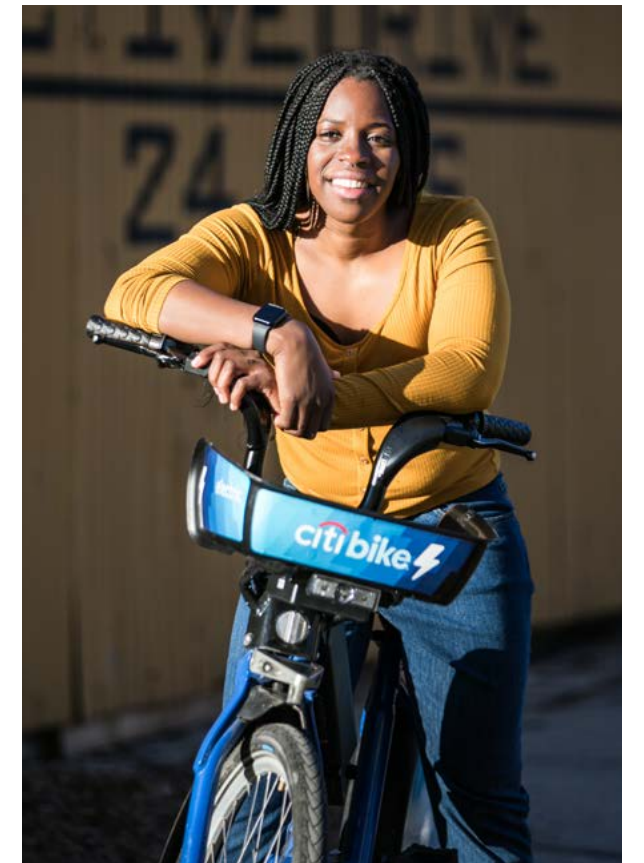
### 44%

of riders who primarily use ebikes report that they never use a car.

**21% of riders who primarily use shared scooters report that they never use a car.**

### 61%

of riders who primarily use ebikes do not own or lease a personal vehicle.





# Streets for people.

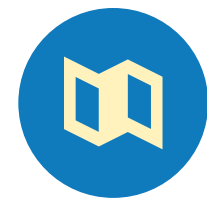
## COVID-19 has had a tremendous impact on urban transportation.

City leaders rallied in response by creating networks of **“Open Streets”** and **“Slow Streets”** for two-wheeled commutes and recreation. We also saw the private and public sectors work together to expand micromobility networks and fill gaps in public transportation.



To support these initiatives, Lyft updated its in-app map to highlight street changes in:

- Chicago
- New York City
- Denver
- Oakland
- Los Angeles
- San Francisco
- Minneapolis



## Resilient streets.

As the country embarks upon recovery from COVID-19, we face an inflection point for **how cities are designed**.

For our cities to thrive in the long term, the dominant transportation choice needs to shift away from owning a car and driving alone. For that shift to occur, our streets need to change.



### What might they look like?

#### A resilient street:

- Prioritizes the efficient movement of people.
- Builds redundancy into the transportation network by providing people with multiple, equally attractive options to get around.
- Helps manage environmental changes likely on the horizon.
- Centers around equity, helping underserved communities bring resources to their streets.
- Is built with, not for the community.



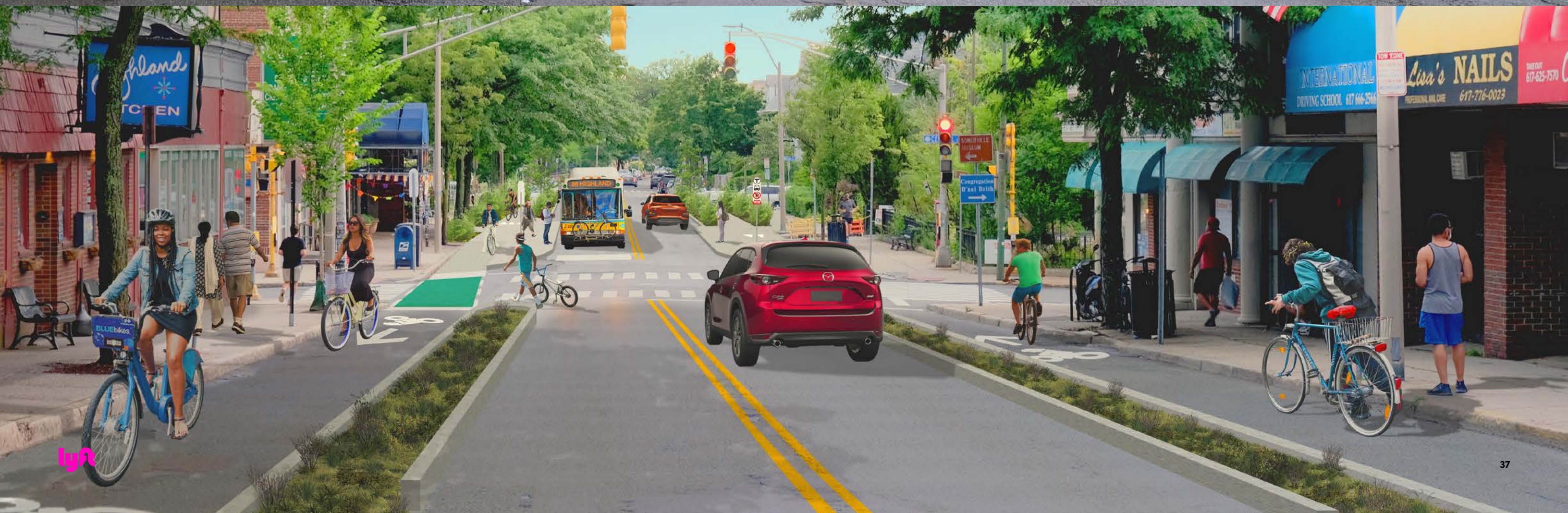
In partnership with **Sam Schwartz Engineering** and **Street Plans**, Lyft worked with dozens of local community organizations to re-imagine how local streets might look and their role in supporting the economic recovery of our cities.

Learn more about the [Resilient Streets Initiative](#).





Somerville, MA (Highland Avenue @ Central Street)  
Bluebikes







Queens, NYC (34th Avenue @ 78th Street)  
Citi Bike







**Columbus, OH (South High Street @ Beck Street)**  
**CoGo**







Oakland, CA (9th Avenue @ East 16th Street)  
Bay Wheels







Minneapolis, MN (Lyndale Avenue @ West 27th Street)  
Nice Ride







Chicago, IL (West Palmer Street @ North Pulaski Road)  
Divvy





Washington, D.C. (M Street SE @ 2nd Place)  
Capital Bikeshare





Published by



### Forward-Looking Statements

Certain statements contained in this report are “forward-looking statements” within the meaning of the securities laws, including statements about Lyft’s programs and initiatives and shared micromobility services. Such statements, which are not of historical fact, involve estimates, assumptions, judgments and uncertainties. There are a number of factors that could cause actual results or outcomes to differ materially from those addressed in the forward-looking statements. Such factors are detailed in Lyft’s filings with the Securities and Exchange Commission. We do not undertake an obligation to update our forward-looking statements to reflect future events, except as required by applicable law.