

LYFT 2024

# Multimodal Report



## INTRODUCING

# The 2024 Multimodal Report<sup>1</sup>

10 years after America's most iconic bikeshare systems launched, it's clear that micromobility has become a crucial tool for millions to move around their cities. For the third straight year, Lyft's bikeshare systems, operational in the largest cities in the world, have hit major ridership records. Whether it's 50% growth in ebike rides on Citi Bike in New York or surpassing 10 million annual rides on Mexico City's ECOBICI, bikeshare has become a critical part of the transportation network in cities. As the bikeshare operator of the largest bikeshare programs in the United States and the hardware and software supplier to an additional 49 cities across 16 countries, Lyft is proud to provide shared micromobility solutions that riders love, operators want, and cities need.

The fourth annual Lyft Multimodal Report draws from travel patterns, ridership data, and survey results from more than 12,000 Lyft-operated riders. These data sources helped to identify trends in both Lyft-operated and -supplied bikeshare systems, in the US and around the world. Here are the main conclusions:

## Ebikes continue to fuel global bikeshare ridership growth

Bikeshare programs saw significant ebike ridership growth — 169% on Capital Bikeshare in the Washington, D.C. metro area, and 96% on Bikeshare Toronto. Best of all, ebikes have emerged as a viable alternative to car ownership: 62% of Lyft-operated riders that take at least one ebike trip per month do not own or lease a vehicle.

## New riders continue the US micromobility momentum

Every year, more people depend on shared micromobility to navigate their cities. More than 1.8 million riders tried shared micromobility for the first time on the Lyft platform in 2023. Additionally, over 800,000 riders took their first ebike ride last year.



## Communities grow stronger with improved mobility access

Shared Micromobility programs provide critical transportation infrastructure to many communities that are otherwise underserved. Across Lyft's US programs, 30% of bikeshare stations are located in low-income areas. Lyft provides income-qualifying riders with reduced-fare bikeshare and shared scooter memberships; ridership in these programs increased 39% in 2023.

Across the US, Lyft team members work in close partnership with community-based organizations to cultivate an inclusive cycling culture and improve access to micromobility. In 2023 alone, Lyft supported nearly 800 community events.

## Shared micromobility supports cities' goals towards a more sustainable future

Micromobility can be a powerful tool to empower low/no-carbon daily transportation choices that can help address the climate crisis in cities. Lyft's bike and scooter share riders own roughly a million fewer vehicles as a result of having access to shared micromobility services. Riders use the Lyft network as a part of a multimodal journey. 83% of riders have used shared micromobility services to get to or from public transit as a first/last mile solution.



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

### 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.

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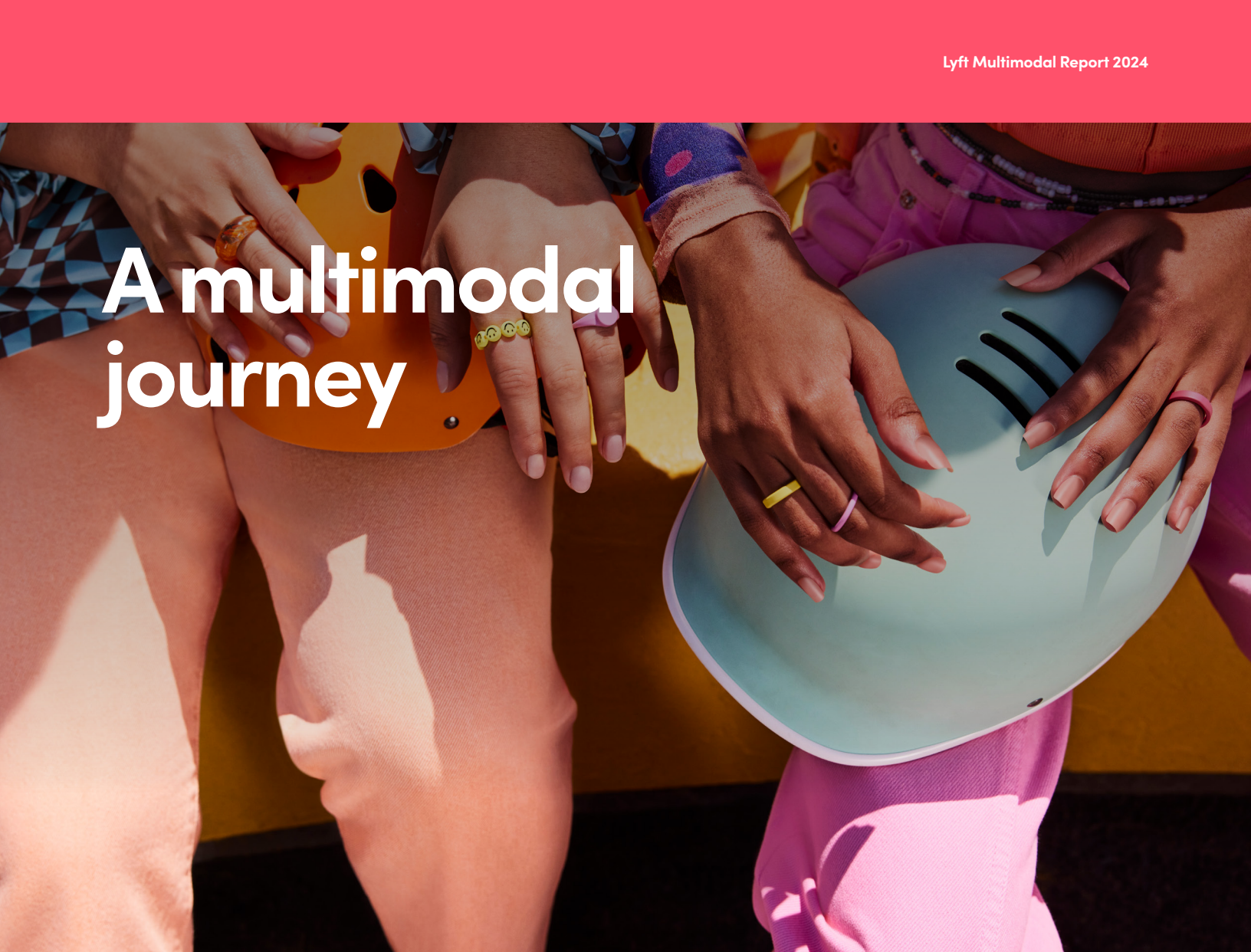
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# A multimodal journey

As the operator of eight shared micromobility systems in the United States and supplier to 49 cities in 16 countries around the world, Lyft is proud to provide our riders with fun, reliable bikeshare and shared-scooter services.

# Lyft operates an extensive shared micromobility network

Lyft works with city partners to operate eight shared micromobility systems across the United States.



## Bay Wheels

5 cities in the San Francisco Bay Area, CA



## BIKETOWN

Portland, OR



## Bluebikes<sup>2</sup>

13 municipalities in the Boston metro area, MA



## Capital Bikeshare<sup>3</sup>

8 jurisdictions in the Washington, D.C. metro area

## Lyft Scooters

Washington, D.C.



## Citi Bike<sup>4</sup>

New York City, NY  
Hoboken, NJ  
Jersey City, NJ



## CoGo

Columbus, OH



## Divvy

Chicago, IL  
Evanston, IL



## Lyft Bikes and Scooters

Denver, CO



Lyft also supplies bikeshare solutions to over 49 markets across 16 countries around the world.



# Lyft champions cities' goals

Riders can use Lyft's multimodal network to access bikeshare, shared scooters, and rideshare services. In 2023, more than 40 million people used the Lyft platform to find a driver, a bike, or a scooter. Lyft partners with transit agencies, hospitals, universities, and corporations to help increase transportation access.



## Transit Partnerships

Lyft has launched over 100+ partnerships with transit and public agencies at all levels of government across North America to deliver microtransit, paratransit, jobs access, late night, and first/last-mile programs that complement existing public transit. Lyft's partnership with the Massachusetts Bay Transportation Authority (MBTA), for example, reduced per trip costs by 85%, allowing the agency to reduce the overall cost of its paratransit program while absorbing a 30% increase in ridership.



## Rideshare

Lyft operates ridesharing services in all 50 U.S. states, as well as in three Canadian provinces. Riders shared that they use Lyft to find transportation to work, play, and run errands, but not all riders have the same needs. Lower-income riders and riders with disabilities are more likely than other riders to use Lyft to find transportation for work, errands, or healthcare-related trips. To learn more about Lyft's rideshare operations, check out the [2024 Economic Impact Report](#).



## Non-Emergency Medical Transportation (NEMT)

Lyft partners with organizations across the healthcare ecosystem to expand transportation access ensuring that patients receive essential care services. 9 out of the top 10 health systems use Lyft in an effort to improve healthcare outcomes, decrease overall system costs and reduce wait times and no-show rates. 23 states and the District of Columbia have incorporated Lyft as a part of their Medicaid NEMT programs.



## Higher Education Partnerships

Lyft works with colleges and universities to create transportation programs for students, employees, and visitors to get around campus, supplementing existing services and helping reduce parking demand.

Lyft's partnership with the University of Southern California (USC) allows students to request Lyft rides to and from campus late at night. The partnership, which replaced a late night shuttle program, has reduced operating costs for USC while decreasing wait times for students. Students love the flexibility and ease of the program, so much that many now leave their cars at home.



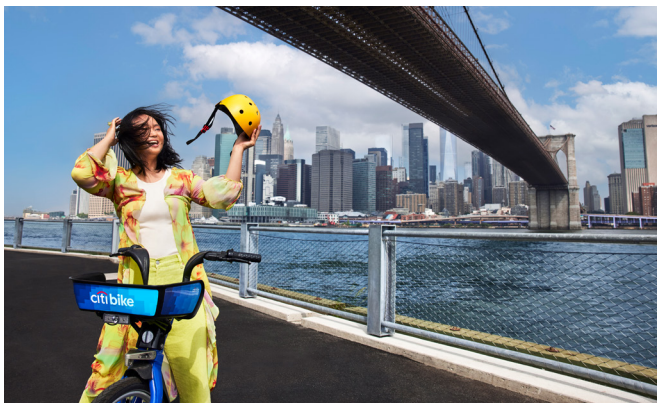
## Employer Partnerships

Lyft partners with employers to provide employee benefits such as subsidized access to rideshare and/or bikeshare services to get to and from the workplace. This benefit has helped employers decrease their need for parking. For bikeshare alone, nearly 45,000 members have enrolled through an employer-sponsored program.

# Shared micromobility celebrates major milestones

Over the past 15 years, bikeshare has grown to become a more sustainable long-term transportation solution in many cities. Lyft has been delighted to operate and partner with many bikeshare systems over the years.

## 2023 Milestones



### A Decade of Citi Bike

Citi Bike is not only the largest docked bikeshare system in the world outside of China, but it has also become an indispensable part of New York's urban fabric. Launched in May 2013 with 332 stations and 6,000 bikes concentrated in Lower Manhattan, Midtown and a handful of neighborhoods in Brooklyn and Queens, the Citi Bike system can now boast:

- Nearly 2,200 stations covering the entirety of Manhattan, large portions of the Bronx, Queens and Brooklyn, in addition to Jersey City and Hoboken in New Jersey
- A service area reaching 60% of NYC population, including 70% of NYCHA residents
- Over 30,000 bikes, now including 13,000+ ebikes

### 10 Years of Divvy

Ten years ago, the first Divvy bikes hit Chicago streets, on a mission to provide quick, inexpensive transportation and another car-free way of getting around the Windy City. Divvy launched June 28, 2013, with 700 bikes and 68 docking stations concentrated in dense, central parts of the city.

Today, the Divvy program is the largest program by service area in North America, serving 234 square miles, 850 stations, and 12,000+ bikes and 2,500+ scooters. Ridership in the past 10 years has skyrocketed. In the first full month of Divvy's existence, cyclists rented Divvy bikes 76,500 times, according to Lyft data. 10 years later, for the month of July 2023, riders took nearly 900,000 trips on Divvy bikes.

## 2024 Milestones



### 15 Years of Bixi

Bixi, the City of Montreal's bikeshare system supplied by Lyft, was launched in May 2009 as North America's first large-scale bikeshare system, featuring 3,000 bikes and 300 stations.

Today, the system has grown to over 11,000 bikes, including 2,600 ebikes, and 900 stations. 2023 was a record breaking year, with nearly 12 million rides and was the first year to successfully provide bikes year-round through the winter. Since launch Bixi has seen 65 million rides!

### 10 Years of MiBici

MiBici, Guadalajara's bikeshare system supplied by Lyft, was launched in December 2014 with 1,276 bikes and 122 smart stations.

Almost 10 years later, the system features 3,900 bikes and 366 stations. As of July 2024, MiBici hit 29 million rides since system launch. In 2023, MiBici set a record with nearly 4 million rides and 22,000 new subscribers.

<sup>2</sup>Publicly-owned, Lyft-operated.

<sup>3</sup>Publicly-owned, Lyft-operated.

<sup>4</sup>To learn more about Lyft's transit partnerships, please visit our [website](#).

# Themes from world-class micromobility systems



The most successful shared micromobility systems have a few things in common. Thriving programs have deep roots in the community, are designed with safety in mind, leverage a station network to create a predictable experience for riders and non-riders, and are electrified.

# Deep Roots in Community



## Partnering with local community groups

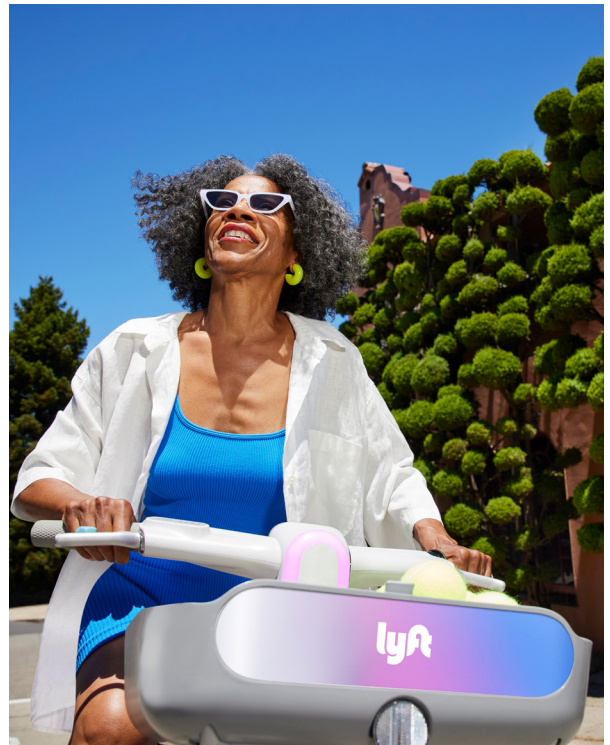
Lyft works with community groups to cultivate an inclusive cycling culture and improve transportation equity. In 2023 alone, our teams supported nearly 800 community events across our eight operated markets in the United States. For example, in Chicago, Divvy partners with Think Outside Da Block to sponsor Roll N Peace, a community-focused event aimed at curbing violence, building peaceful communities, and promoting mental health and wellness. Participants embark on an 8-mile bike tour through Chicago's South Side, utilizing Divvy bikes which are provided free to participants without access to a bike. These events have seen tremendous participation, often drawing over 200 community members.



## Supporting businesses in the community

Riders use shared micromobility to access commercial services in the communities in which Lyft operates. 59% of shared micromobility riders report using our services to get to from entertainment and recreation, such as restaurants, bars, and venues.

- Our community partners in **New York City** build local business support into the core of their programming, with many partners hosting group rides that start or end at local businesses. El Barrio Bikes, for example, hosts Horchata, Hot Chocolate, and Mocktail themed rides in East Harlem that all showcase and patronize local restaurants in the neighborhood.
- In **Chicago**, Divvy partners with Streets Calling Bike Club, a Black owned nonprofit cycling club, to support group rides that patronize Black-owned businesses and other POC-owned establishments. The highlight of this partnership is the annual Juneteenth bike ride, which brings together over 350 participants. Divvy provides free bikes to those unable to bring their own, ensuring everyone can join. This event has become a highly anticipated community tradition, fostering unity and support for local businesses.
- As a part of a grant funded by the Dynamic Downtown **Denver** project, Lyft partnered with renowned Denver Muralist, Pat Milbery, to transform seven of Lyft's Denver bike and scooter stations into unique artistic masterpieces. These murals, alongside other Downtown Denver Partnership initiatives, have helped re-energize the city and have encouraged more residents to get downtown.





## Furthering workforce development

Bikeshare contributes to job creation in a green economy. In the 7 cities in the US where Lyft provides bikeshare service, 92% of front line workforce employed by our subcontractors are TWU union members, which represents over 1,500 union jobs. To empower the job pipeline, Lyft works with subcontractors and community partners to enable workforce development.

- Citi Bike:** The Bike Path Program led by Bike New York works with re-entry orgs like Fortune Society, Fedcap, St. Nicks and Hour Children to train formerly incarcerated individuals to build and maintain Citi Bike bicycles. Graduates are then placed in bike mechanic roles with the Citi Bike program's on the grounds operations vendor, Motivate. To date, 118 Bike Path graduates have been hired by Motivate with 48 hired in 2024.
- Bluebikes:** Creating quality bikeshare jobs and hiring people from the communities we serve, leads to more impactful work. Bluebikes Outreach Ambassadors are essential to Lyft's marketing efforts, reaching out directly to local communities in the Boston metro area. Ambassadors support the Income Eligible program, acting as the boots on the ground to spread the word and ensure all residents are informed and understand the benefits of the Bluebikes system.

# Designed with Safety in Mind

Safety is fundamental to Lyft.



## Safety-Focused Features

Lyft developed an ebike safety campaign focused on educating riders about key safety tips such as starting slow, minding speed, being aware of blind spots, sharing the road, and finding an open dock. Our next-generation ebike displays a 'Watch for Pedestrians' message to remind riders to prioritize pedestrian safety.

## Bike Advocacy

Lyft collaborates with national and local advocacy partners to support campaigns and legislation that will create dedicated protected bike infrastructure, equitable access to ebikes, and safe riding conditions for two wheelers in urban environments. Lyft team members hold seats on the Board of North American Bikeshare and Scootershare Association (NABSA), Cycling Industries Europe (CIE).



## MiBici Panic Button

Guadalajara's MiBici program incorporates an emergency button at 20 stations within the system to enhance lighting, visibility, and security. Through an intercom, users are able to report an incident and request support from emergency services. The program was designed to protect women and refugees in public spaces, particularly at MiBici stations, which serve as meeting spaces for communities. In addition, MiBici provides free passes for low-income women.

# Innovative Technology

Lyft's approach to micromobility centers around a user-friendly platform, dockable bikes, ebikes and scooters, and stations, which facilitate a predictable parking network and enable in-dock charging.

## Improving Bikeshare Toronto's User Experience

The Toronto Parking Authority partnered with Lyft to deliver a best-in-class application for Bikeshare Toronto that leverages the same technology used in New York City, Chicago, Mexico City and Montreal. The new app was released in May 2024 and incorporates key features designed to elevate the customer experience including an intuitive interface, streamlined payment experience, and trip planning features. In the first month post-launch, the app has received a lot of love from members and an influx of sign ups from casual riders.



## Growing Ridership in Mexico City

In August 2022, ECOBICI in Mexico City revamped their bikeshare program with new stations, bikes and software supplied by Lyft. In 2023, for the first time since ECOBICI launched in 2010, the system eclipsed 10M annual trips joining the ranks of only a handful of global bikeshare systems. The revamped ECOBICI program's peak day ridership has outpaced the prior system's all time record by over 50%.



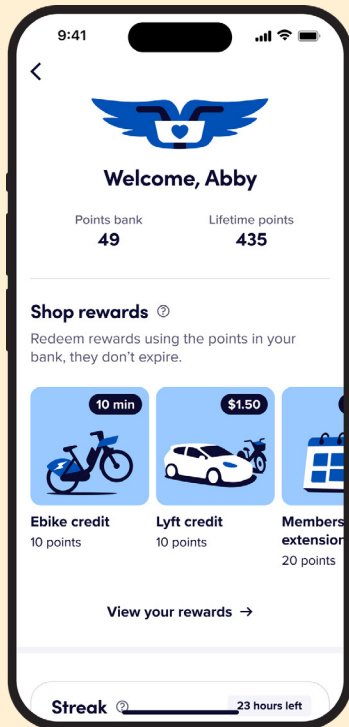
## Releasing our Next-Generation Station, Pillar

The Pillar station builds on learnings from hundreds of millions of rides across more than 100,000 docking points globally. Lyft's in-house Industrial Design and Hardware Engineering teams came together to produce the Pillar station, a product that can be modular in size to suit any city streetscape. The Pillar is composed of bollards that are capable of charging both bikes and scooters. It's a genre-defining product that both integrates seamlessly with cities and was designed with sustainability at the forefront.

- **Seamless Docking:** Newly designed mechanism requires significantly less physical effort to lock the bike and will reduce failed attempts to end a trip. Pillar continues to leverage Lyft's best-in-class triangle locking mechanism.
- **Modular:** Smaller and more flexible installations of as few as one bollard are now possible with Pillar.
- **More Eco-Friendly:** Reduced power consumption and solar panels attached to the bollard's battery means each bollard is fully self-sustaining. It can go months – or in most cases years – without requiring a battery swap.
- **Intuitive Customer Experience:** Flip dots and a speaker replace the LED lights used in older generation bollards, creating a user experience that's easier to see and understand, even for first-time riders.
- **Charging Capable:** Bollards are able to charge both ebikes and scooters through the triangle locking mechanism when the rideable is parked at a station. In-station charging increases vehicle availability and reduces the need for bike and scooter battery swaps.

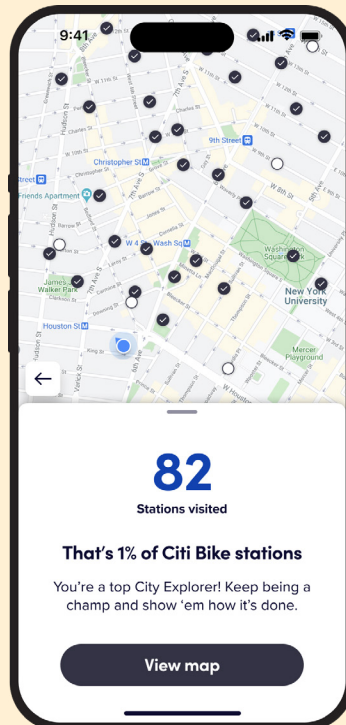


## Rider-Centric Features



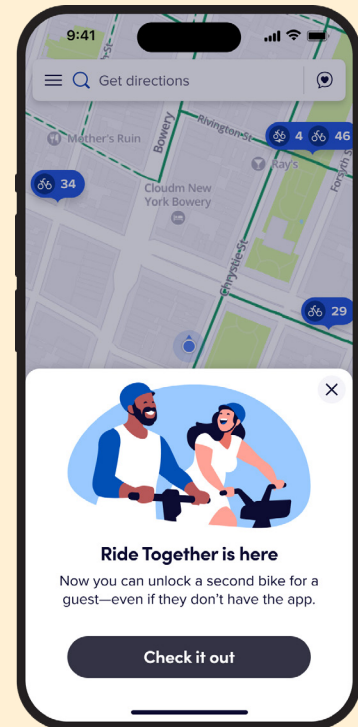
### Bike Angels

The Bike Angels rewards program incentivizes members to relocate bikes to different locations to make more bikes and docks available. Members earn points which can be redeemed for ride credits and more. Bike Angels took 4.7 million point-earning rides in 2023.



### City Explorers

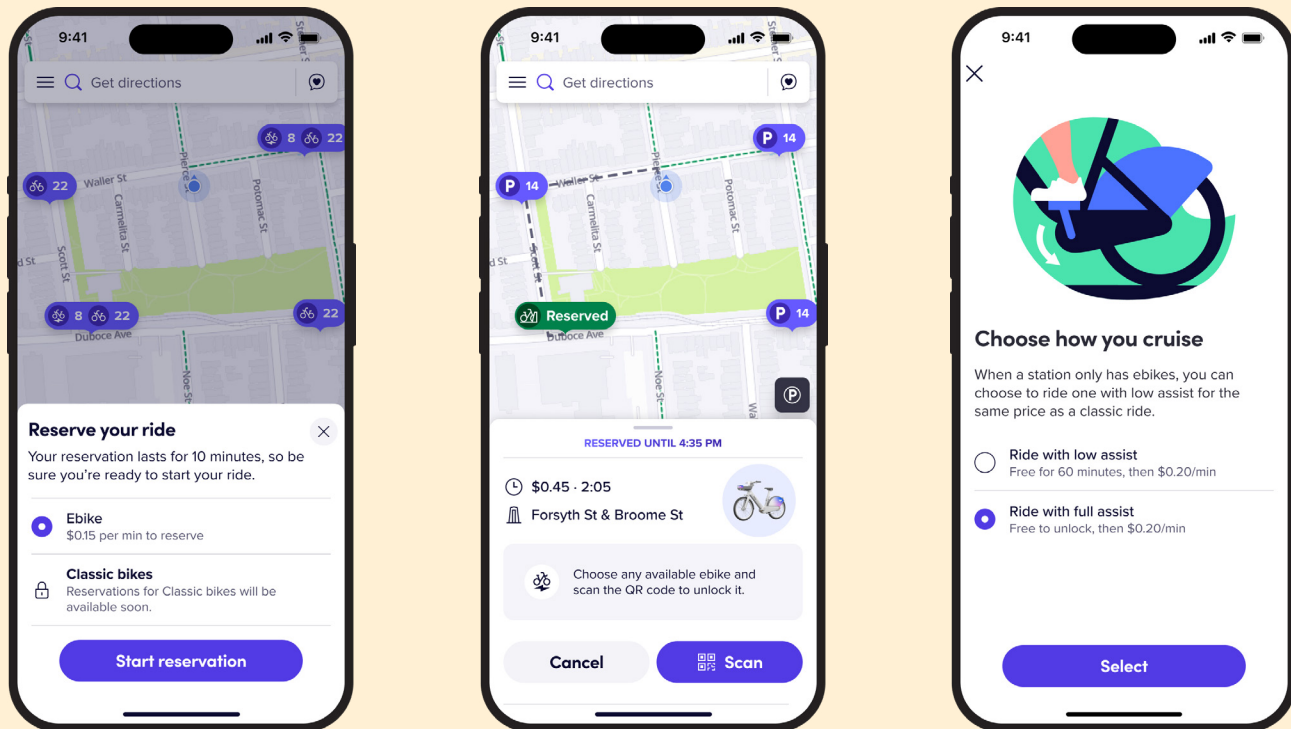
The City Explorers feature helps riders see how many stations they've visited across the system in neighborhoods around the city.



### Ride Together

Ride Together allows riders to unlock a bike or scooter for their friends, encouraging more people to ride. Host riders can unlock additional bikes for guests as easily as they unlock a bike for themselves. Annual members get up to five free guest unlocks per year.

## Rider-Centric Features



### Docked Reservations

The 5 most commonly reported rider pain points are related to bike availability. Reservations solve this problem by allowing riders to guarantee supply closer to the moment of ride intent, rather than rolling the dice on organic station availability. Riders in markets with docked reservations became sustained users of the feature and were able to take more rides on average.

### Low-Assist Mode

Our team developed an innovative "low assist" mode for members that rent a next generation ebike from a station that does not have any classic bikes. This feature allows riders to ride at pedal bike rates in "low assist" mode, or choose "full assist" and pay the ebike rate. Riders continue to show a strong preference for ebikes through this feature.

# Electrified

Ebikes continue to fuel a global bike boom. This trend carried over to bikeshare.

**Bikeshare systems powered by Lyft broke ridership records again in 2023 due in large part to ebike demand; from 2022 to 2023, ebike ridership grew:**

↑ **169%**

**Capital Bikeshare**  
Washington, D.C., USA

↑ **96%**

**Bikeshare Toronto**  
Toronto, Canada<sup>5</sup>

↑ **95%**

**BiciMAD**  
Madrid, Spain<sup>6</sup>

↑ **50%**

**Citi Bike**  
New York City, NY, USA



## NY 🍷 Ebikes

Ebikes accounted for 50% of Citi Bike rides in New York and New Jersey, despite making up less than 25% of the fleet in 2023. 70% of interborough trips in NYC were taken by ebike.

## “Capital”izing the E in Ebikes

Capital Bikeshare ebike ridership in Washington, D.C., nearly tripled, made possible by the District’s investment in expanding the ebike fleet size. 32% of trips were by ebike despite accounting for less than 20% of the overall fleet.

## Hills in SF?

San Francisco hills are no sweat when using an ebike. In San Francisco, ebikes accounted for 69% of Bay Wheels rides, despite constituting a little over 40% of the fleet. Metropolitan Transportation Commission saw these trends and proactively invested \$16M dollars in ebikes and charging stations to further expand ridership in 2024.

## London Calling Ebikes

Santander Bikes in London, supplied by Lyft, launched 500 ebikes into its fleet in late 2022. Since then, the system has delivered 1 million ebike trips, accounting for 12% of trips despite making up only 4% of the fleet. Santander Bikes has plans to grow the fleet to 2,000 ebikes by the end of Summer 2024.

## Station Electrification in New York and Chicago

Lyft is working closely with cities to electrify the curb and pave the way for grid-connected Pillar charging stations. In Chicago's Divvy system, Lyft has deployed seven electrified stations and in New York, two pilot stations, which are capable of charging bikes (or scooters) directly through the locking triangle when parked at the station.

Charging stations will allow Lyft to significantly reduce or even eliminate battery swapping in the field, cutting the carbon emissions associated with operating the system. In NYC, alone, for instance, electrifying a subset of high ridership stations will reduce Vehicle Miles Traveled by our battery swapping fleet by over 300,000 miles annually, taking 132 tons of CO2 out of our operations.

## Bikeshare Charging Around the World

Lyft supplies charging stations to partners around the world who have benefited from an electrified network.

- **Barcelona:** 72% of Bicing trips are made with an ebike <sup>7</sup>, despite ebikes being over just half of the fleet size (4,000 ebikes out of 7,000 total). All 510 stations in Barcelona are capable of charging, which has eliminated the need for most battery swaps.
- **Montreal:** BIXI ebikes enable riders to go farther on each trip. The distance covered per trip is 24% higher for ebikes. BIXI has over 100 stations connected to the grid (within the system of 900 stations) which has been helping to charge the ebike fleet and increase ebike availability.
- **Abu Dhabi and Dubai:** The Careem Bike program features a fully electric fleet with 3,500 ebikes and 350 smart charging stations. Last year, Careem bikes had 2.4 million trips, growing over 70% from 2022.



<sup>5</sup>Toronto Parking Authority.

<sup>6</sup>EMT Madrid Post

<sup>7</sup>El Nacional

# US-Operated Market Deep Dive



The next two sections are focused on Lyft's eight-operated shared micromobility systems in the US. These sections pull from system operational data and a corresponding survey completed by more than 12,000 riders on the Lyft platform across these eight cities.

# A bike or scooter ride for everyone<sup>8</sup>

Lyft shared micromobility systems serve a diverse population.



**18%**  
Hispanic or Latin American, compared with 19% of the U.S. population in 2022.<sup>10</sup>

**13%**  
Black, African American, or Afro-Caribbean, compared with 14% of the U.S. population in 2022.<sup>11</sup>

**8%**  
Asian, Asian American, Native Hawaiian, or Pacific Islander, compared with 7% of the U.S. population in 2022.<sup>12</sup>

**1%**  
Native American, Alaskan Native, First Nation, Indigenous, or Métis, compared with 2% of the U.S. population in 2022.<sup>13</sup>

**1%**  
Middle Eastern, Arab, or Persian.<sup>14</sup>

**41%**  
women.

**33**  
average age.

**19%**  
identify as members of the LGBTQ+ community, compared with an estimated 7% of the U.S. population.<sup>15</sup>

**40%**  
earn less than \$75k per year (median US income)<sup>16</sup>

**24%**  
students.



# Supporting riders' everyday travel patterns

## New riders discover shared micromobility

Over 1.8 million new riders tried Lyft shared micromobility services, including nearly 350,000 rideshare users who took their first bike or scooter ride on our platform through the Lyft app. Additionally, over 800,000 riders took their first ebike ride last year.



### ECONOMIC OPPORTUNITIES

Lyft shared micromobility services are used by riders for a variety of reasons, including commuting to work and school. In 2023, 36% of riders used Lyft shared micromobility for their work commute, and 17% used it for their school commute.



### ESSENTIAL TRIPS

Lyft shared micromobility services are also used by riders for essential trips, such as running errands and healthcare-related trips. In 2023, 43% of riders used Lyft shared micromobility for errands, and 16% used it for healthcare-related trips.



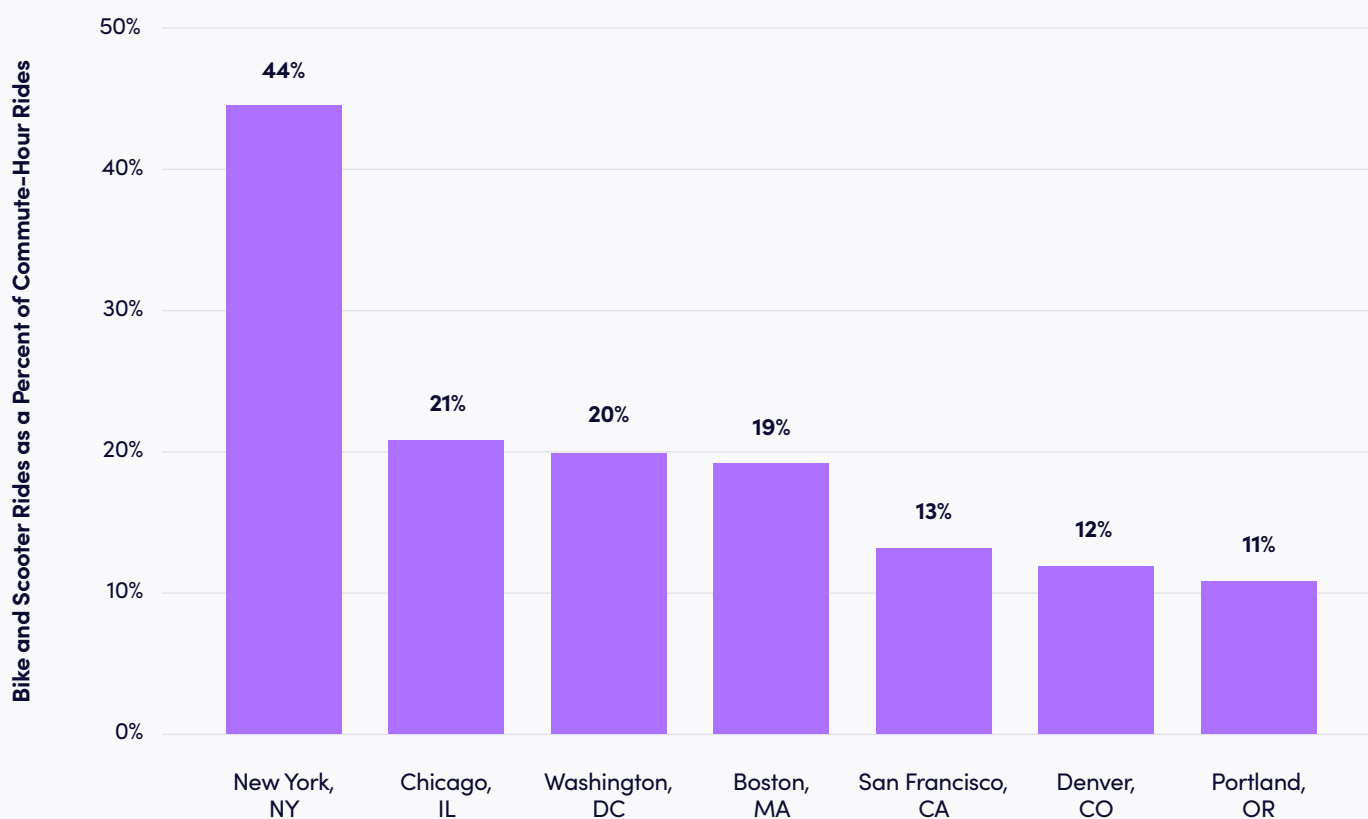
### LEISURE TIME

Lyft shared micromobility services are also used by riders for leisure time, such as entertainment and recreation. In 2023, 57% of riders used Lyft shared micromobility for entertainment and recreation, and 62% used it for fun.



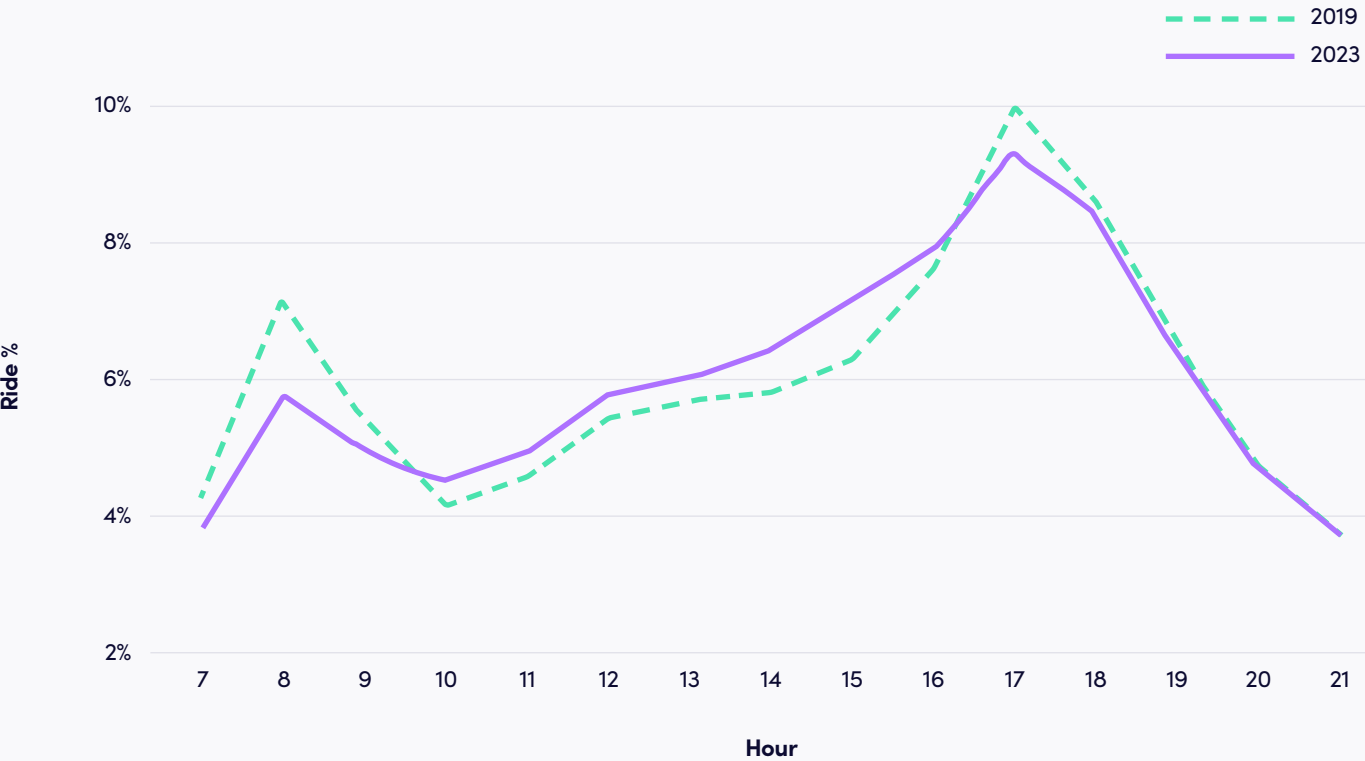
## Riders use Lyft-operated shared micromobility as an integral part of their daily commute:

- In New York City, for instance, over 44% of commute-hour rides on the Lyft platform were by the Citi Bike system in 2023.
- During the peak summer months, average daily Citi Bike ridership is similar to that of the New York-New Jersey Port Authority of Trans-Hudson (PATH) train.
- New Yorkers are not alone in commuting via Lyft-operated shared micromobility services (see below).



### Shared micromobility is there when riders need it

Since 2019, the percentage of rides during morning peak commute hours (7-10 am) has reduced with growing work from home trends. While 2023's morning ridership percentage is still lower than 2019, the morning commute peak has started to re-emerge with riders heading back to the office.



## Expanding mobility access



**30%**

of bikeshare stations are located in **low-income areas**.<sup>15</sup>



**42%**

of bikeshare stations in Chicago's Divvy system are located in **low-income areas**.<sup>15</sup>



**23%**

of rides **start or end** in a low-income area.<sup>17</sup>

**BLUEbikes**™

**41%**

of rides start or end in low-income areas in **the Bluebikes system in the Greater Boston Area**.

**BIKETOWN** ✓

**37%**

of rides start or end in low-income areas in **the BIKETOWN system in Portland, OR**.

**COGO**

**55%**

of rides start or end in low-income areas in **the CoGo system in Columbus, OH**.

# Investing in members

Members ride nearly 17x as often as non-members. Members make up the majority of our rides, are more likely to continue riding year after year, and—not surprisingly—are less likely to own or lease a car.

**32%**  
women.

**33**  
average age.



**76%**  
use public transit on a weekly basis.

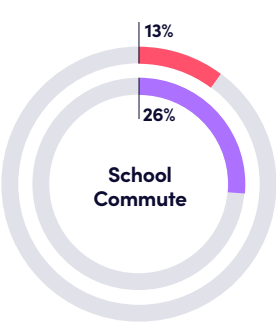
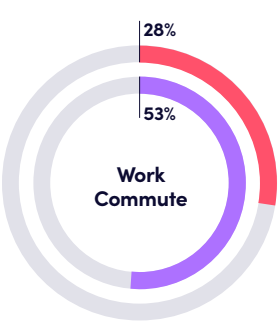
**46%**  
members of a community of color.<sup>18</sup>



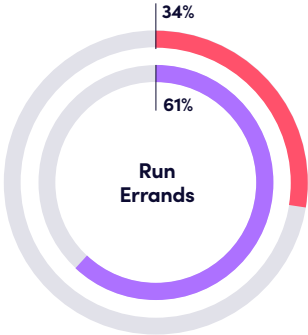
**68%**  
do not own or lease a car.

Members report using shared micromobility for a greater variety of uses than do non-members.

## ECONOMIC OPPORTUNITIES



## ESSENTIAL TRIPS



Non-Members Members

# Income-Eligible members

Lyft offers a robust income-eligible membership program. The membership offering is available to affordable housing residents, SNAP recipients, or other local income-qualifying programs. Lyft works with local city partners to make this program available to income-qualifying riders through city and Lyft marketing channels. Lyft also works with local community ambassadors to build connections in neighborhoods and educate residents about the income-eligible program.

↑ 39%

In 2023, ridership in our reduced-fare bikeshare programs was up 39% over 2022. This growth rate has remained consistent for the past 2 years.

40%  
women.

32  
average age.

66%  
members of a community of color.<sup>17</sup>

84%  
use public transit on a weekly basis.

75%  
do not own or lease a car.



Income-eligible membership program participants differ from other bikeshare members across demographics, economics, transportation modes, and bikeshare usage. Compared to our broader membership, equity members are:



#### DEMOGRAPHICS

**30%**

more likely to be **women**.

**57%**

more likely to be **members of a community of color**.<sup>18</sup>

**3x**

more likely to **earn under \$25K per year**.



#### ECONOMICS

**95%**

more likely to work a **part-time job**.

**3x**

more likely to use **bikeshare to complete a food delivery or package delivery**.

**4x**

more likely to be **unemployed**.



#### TRANSPORTATION MODES

**14%**

less likely to use a **personal vehicle**.

**36%**

more likely to **ride the bus weekly**.

**58%**

taking 58% more **shared mobility rides**.

### Ebike Preference of Income-Eligible Members

Income-eligible ebike ridership grew by over 67% from 2022. Income-eligible members take more than twice as many ebike rides as standard members. 60% of income eligible members stated that they take at least one ebike ride per week and nearly 20% take more than 10 ebike trips per week. In 2023, 2/3 of trips taken by income eligible members were on an ebike.



<sup>8</sup>Unless otherwise noted, statistics refer to riders of shared micromobility systems operated by Lyft, combining bikes and scooters. In addition, these numbers may change significantly based on market composition; please refer to the one-pagers for more accurate details on breakdowns for each system.

<sup>9</sup>The phrase communities of color may include Black, Indigenous, Hispanic, Asian, Pacific Islander, and Native Hawaiian populations. Lyft uses this phrase acknowledging that each community has its own unique history and experience of racism in North America. Please note that the national aggregate numbers cannot be compared to previous years given a change in the markets and weighting methodology. Please refer to the market-level one-pagers.

<sup>10</sup>U.S. Census Bureau, 2022 American Community Survey 5-Year Estimates. The values describe the percent of riders and of the U.S. population who identify with Hispanic or Latin American identity irrespective of race.

<sup>11</sup>U.S. Census Bureau, 2022 American Community Survey 5-Year Estimates. The values describe the percent of riders and of the U.S. population who identify as a member of the enumerated groups either alone or in combination with one or more other races irrespective of Hispanic or Latin American heritage.

<sup>12</sup>U.S. Census Bureau, 2022 American Community Survey 5-Year Estimates. The values describe the percent of riders and of the U.S. population who identify as a member of the enumerated groups either alone or in combination with one or more other races irrespective of Hispanic or Latin American heritage.

<sup>13</sup>U.S. Census Bureau, 2022 American Community Survey 5-Year Estimates. The values describe the percent of riders and of the U.S. population who identify as a member of the enumerated groups either alone or in combination with one or more other races irrespective of Hispanic or Latin American heritage.

<sup>14</sup>Comparisons against the U.S. population are excluded from this datapoint as the U.S. Census Bureau includes these groups as white or Caucasian.

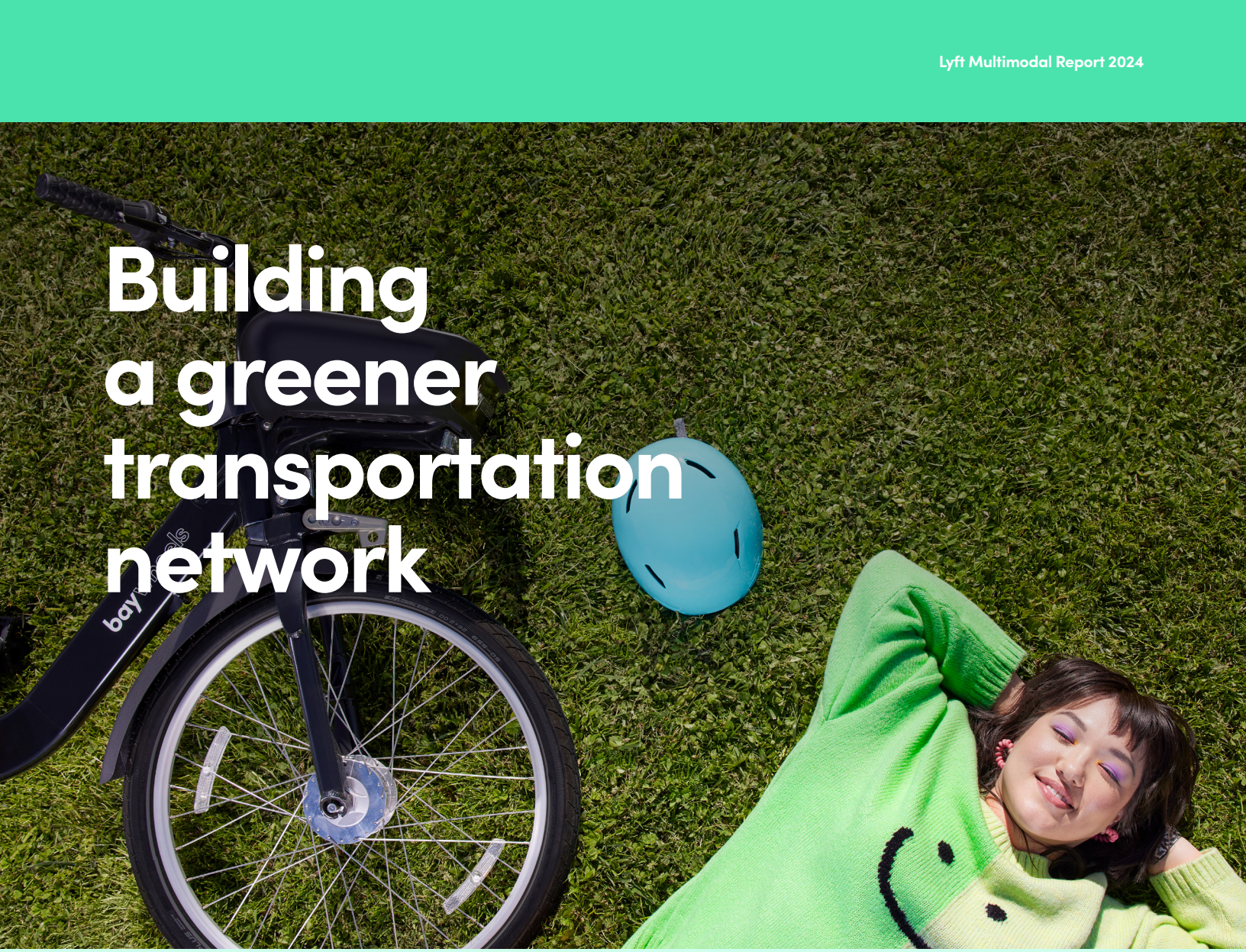
<sup>15</sup>Jones, Jeffrey M. "LGBT Identification in U.S. Ticks Steady at 7.2%" Gallup, Feb. 22, 2023

<sup>16</sup>US Census Bureau, Income in the United States: 2022

<sup>17</sup>This report identifies 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>18</sup>The phrase communities of color may include Black, Indigenous, Hispanic, Asian, Pacific Islander, and Native Hawaiian populations. Lyft uses this phrase acknowledging that each community has its own unique history and experience of racism in North America. The enumerated groups are neither mutually exclusive nor exhaustive.

<sup>20</sup>The phrase communities of color may include Black, Indigenous, Hispanic, Asian, Pacific Islander, and Native Hawaiian populations. Lyft uses this phrase acknowledging that each community has its own unique history and experience of racism in North America. The enumerated groups are neither mutually exclusive nor exhaustive.

A woman with dark hair and purple eye makeup is lying on her back on a lush green lawn. She is wearing a bright green sweater with a large black smiley face on the chest. Next to her is a blue bicycle helmet. To the left, the front wheel and handlebars of a black bicycle are visible. The scene is brightly lit, suggesting a sunny day.

# Building a greener transportation network

Lyft's shared micromobility vision is built on reducing car ownership and providing solutions that complement the existing transit network, thereby helping cities reduce congestion and emissions to meet their mode-shift and climate goals.

# Complementing the transit network

As a complement to public transit, micromobility is an important part of a multi-modal journey.



**Shared micromobility riders use public transit.**

**91%**

use public transit.

**59%**

use public transit on a weekly basis.

**35%**

use public transit at least 5 times per week.



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

**83%**

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

**24%**

of riders use shared micromobility services to connect to public transit weekly.

**38%**

of riders with household incomes under \$50,000 use shared micromobility to connect to public transit weekly, compared with 19% of those with a household income of \$50,000 or more.



**Shared micromobility is a resilient option that fills gaps in transit service.**

**48%**

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

## Regional Transportation District (RTD) Denver Shared Mobility Integration

Lyft Bikes and Scooters was awarded a grant from RTD as part of the Federal Accelerating Innovative Mobility (AIM) pilot program to integrate shared micromobility in the Transit App within the Denver region. Riders can find vehicles and plan scooter trips in Transit, including standalone scooter trips and trips involving the RTD fixed route services.

# Shared Micromobility Reduces Car Dependency

Lyft's bikeshare and shared scooter riders own almost a million fewer vehicles because of shared micromobility.



**Riders are ditching their cars:** Lyft estimates riders have sold, donated, or otherwise discarded almost **200,000** cars because of the availability of shared micromobility services.



**And they're not getting new ones:** If shared micromobility services did not exist, Lyft estimates that our riders would have purchased over **600,000** more cars.

Lyft's shared micromobility systems make it possible to remain car-free and continue to support a cleaner environment.

## 49%

of shared micromobility riders **do not own or lease a personal vehicle.** Among bikeshare members, this figure is 69%.

## 39%

of 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 51% among bikeshare members.

## 68%

**of riders would use a car instead** if shared micromobility wasn't available.

## Ebikes Replace Car Trips

Riders love ebikes and are choosing this mode of transportation over cars! Among riders surveyed, who take at least one ebike trip per month:

- 62% do not own or lease a vehicle and are nearly 2x's likely to ride ebikes more frequently compared to those that own a car.
- For those that own a vehicle, 55% state that they use that vehicle less with access to shared micromobility.



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## Forward-Looking Statements

Various statements in this report, including estimates, projections, objectives and expected results, are “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, Section 27A of the Securities Act of 1933, and Section 21E of the Securities Exchange Act of 1934 and are generally identified by the words “believe,” “expect,” “anticipate,” “intend,” “opportunity,” “plan,” “project,” “will,” “should,” “could,” “would,” “likely,” “estimate,” and similar expressions and include statements about our strategies, markets, business, and opportunities. Forward-looking statements are based on current assumptions that are subject to risks and uncertainties that may cause actual results to differ materially from the forward-looking statements, including the risks and uncertainties more fully described in our filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K for the fiscal year ended December 31, 2023 and Quarterly Report on Form 10-Q for the quarter ended March 31, 2024. We undertake no obligation to update or revise publicly any forward-looking statements, except as required by applicable law.

*Note: Citi Bike, Citi Bike and Arc Design and the Blue Wave are registered service marks of Citigroup Inc.*