



June 22, 2022

The Honorable Edward Markey
United States Senate
255 Dirksen Senate Office Building
Washington, DC 20510

The Honorable Elizabeth Warren
United States Senate
309 Hart Senate Office Building
Washington, DC 20510

The Honorable Richard Blumenthal
United States Senate
706 Hart Senate Office Building
Washington, DC 20510

The Honorable Sherrod Brown
United States Senate
503 Hart Senate Office Building
Washington, DC 20510

The Honorable Bernard Sanders
United States Senate
332 Dirksen Senate Office Building
Washington, DC 20510

The Honorable Ayanna Pressley
United States House of Representatives
1108 Longworth House Office Building
Washington, DC 20515

The Honorable Stephen Lynch
United States House of Representatives
2109 Rayburn House Office Building
Washington, DC 20515

The Honorable Seth Moulton
United States House of Representatives
1127 Longworth House Office Building
Washington, DC 20515

Dear Senators Markey, Warren, Blumenthal, Brown, and Sanders, and Representatives Pressley, Lynch, and Moulton:

Thank you for your letter concerning safety on the DoorDash platform. DoorDash takes the safety of the Dasher community seriously, and we're constantly working to better protect and support all those we serve. We

The Dasher Community

Since our earliest days, DoorDash has enabled millions of people to earn supplemental income as Dashers, picking up orders from local merchants and delivering them to people in their communities, on their own schedules. Dashers do not pick up and transport passengers. Unlike those providing rideshare services, Dashers only carry goods like prepared food, groceries, and convenience items.

A Source of Supplemental Earnings

Over 6 million people dashed throughout 2021, earning well over \$6 billion – despite a tight labor market that made it difficult for traditional employers to hire workers. The vast majority of Dashers – 85% – have sources of income outside of app-based work and/or are balancing other responsibilities like being a student or caregiver, and more than 66% of Dashers say they use DoorDash to make up for lost hours or reduced income from other kinds of work. Very few Dashers – only 7% – rely exclusively on app-based work as a primary source of income. The average Dasher delivers with DoorDash less than 4 hours per week, and 90% of Dashers deliver with DoorDash less than 10 hours per week. Nationally, Dashers on average earned over \$25 per active hour (including tips) while delivering from January through March of 2022.

Dashers Value Independence and Flexibility

Dashers use DoorDash to earn when, where, and for however long they want. They tell us they value the accessibility, flexibility, and opportunity for entrepreneurial freedom that DoorDash offers. Dashing fulfills a unique need in the labor market – allowing millions of students, teachers, parents, retirees, small business owners, caregivers and others to sign up, log on, and start earning income with very low barriers to entry, with the freedom and flexibility to design their own schedule and reach their own goals. As part of that independence, Dashers are empowered to reject any delivery – including those that make them feel unsafe – and are not required to maintain a minimum acceptance rate to deliver with DoorDash. For trips that a Dasher does accept, they are able to take any route they choose in fulfilling the delivery. The flexibility to work when, where, how often, and how much they choose is the reason why 90% of Dashers say they want to remain independent contractors.

Our Commitment to Dasher Safety

Safety is our priority at DoorDash. We care deeply about the safety and wellbeing of Dashers, and continue to launch new safeguards to better protect and support them. Dashers fulfill millions of deliveries each week, and the overwhelming majority – more than 99.9% – are completed without any safety-related incident. Where incidents are reported, the vast majority relate to minor verbal disagreements with merchants or customers. It is no surprise, then, that last year's [national Dasher survey](#) found 97% of female Dashers and 95% of male Dashers prefer delivery over rideshare in part because they believe it's safer.

Below are more details on some of the safety measures and Dasher support we have in place today.¹

Occupational Accident Insurance

While safety-related incidents are extremely rare, DoorDash is there to offer support to Dashers when things go wrong. In June 2019, DoorDash became the first in the industry to offer [occupational accident insurance](#) at no cost to Dashers and with no-opt-in required. The insurance helps support Dashers if they're injured while delivering on our platform. Each and every U.S. Dasher is covered by our industry-leading occupational accident insurance. The policy covers medical expenses up to \$1,000,000. It also provides disability payments and survivor benefits for eligible dependents. This coverage is available automatically to Dashers with no deductibles, co-pays, or premium payments.

Access to a 24/7 Trust and Safety Team

Whenever we are made aware of an incident involving a Dasher or any other member of our community, our 24/7 Trust & Safety team – which has grown to over 250 agents, specialists, and managers – is available 365 days a year to investigate and take all appropriate actions. This includes reaching out to those involved, providing support, and engaging with law enforcement as needed. When a Dasher has been injured as a result of dashing, we work to contact the Dasher or the Dasher's family. We will use various methods to try to make contact and make multiple attempts to do so if necessary.

¹ We also note that DoorDash does not force arbitration. Dashers can opt out of arbitration within the first 30 days of their engagement.

In-App Features to Enhance Safety

Last year, we were proud to launch SafeDash, an in-app toolkit powered by ADT to help Dashers feel safe and give them greater peace of mind. The toolkit includes:

- [Safety Reassurance Call](#). In the event a Dasher feels unsafe, they can quickly and easily connect with a trained ADT safety agent through our app. ADT will call the Dasher and remain on the phone until the Dasher feels safe. If the incident escalates, and the Dasher is unresponsive for a period of time, ADT will contact 911 to request emergency response to the Dasher's last known location, based on GPS from their smartphone.
- [Emergency Assistance Button](#). If a Dasher needs emergency services, they can use the app to call for assistance. ADT will be able to pass along critical information such as their location, which will be shared directly with emergency responders. This also enables a Dasher to get help from 911 silently, providing additional information to ADT without needing to speak on the phone.

These features provide significantly more support than a call directly to 911 can offer. They are also more convenient to access since they are available with a single click within the app.

We also endeavor to reduce incentives for Dashers to engage in unsafe behavior while providing delivery services. For example, we remove negative customer ratings anytime they might be the result of a situation outside of the Dasher's control.

We continually develop additional in-app features to further improve Dasher safety and provide greater peace of mind, and we look forward to announcing those in the near future.

Severe Weather Protocol

We have a dedicated team that monitors weather warnings and conditions, and if necessary takes appropriate action to help keep Dashers safe. In assessing whether to activate our Severe Weather Protocol, the team considers a range of factors, including government advice, weather warnings, and signals from our operations. Depending on the incident and its severity, we may issue proactive warnings to Dashers, suspend delivery and enable customer pick-up only, or temporarily suspend all operations in impacted areas. In recent months, we have activated our Severe Weather Protocol and temporarily shut down our operations in places such as North Dakota, South Dakota, and Wyoming due to blizzard conditions. Additionally, we proactively notified all Dashers in Southern Florida of a pending tropical depression set to impact the area, reminding them to only choose to drive if they felt safe in the current conditions.

Soliciting Dasher Feedback

We greatly value the feedback we receive from Dashers and believe it's important to hear directly from them. Launched in 2019, the [Dasher Community Council](#) (DCC) is a representative, diverse group of Dashers that provide feedback on a range of important topics affecting Dashers, including safety. For example, our DCC helped advise on our SafeDash toolkit described above. The DCC operates at a national level in the United States and is complemented by regional Dasher Advisory Groups that lend specific insight on issues affecting their local communities.

Partnering with Experts to Facilitate Safer Communities

We also understand the safety of our Dasher community is inextricably linked to the safety of the communities we serve. Specifically, Dashers, merchants, and consumers live and work in communities afflicted by the significant, societal crises of rising traffic fatalities and crime. Addressing these societal problems requires large-scale public safety policy solutions, which is why our commitment to safety extends beyond our platform. We've partnered with industry experts and advocated for measures to help make our streets and communities safer for everyone.

As a few examples of these efforts, we've partnered with the National Association of Women's Law Enforcement Executives (NAWLEE) and the League of American Bicyclists to develop a series of educational tools regarding safety-related best practices to help Dashers stay safe while on the road. As part of our work with the League, we recently released new [educational videos](#) for both Dashers and the general public to raise awareness regarding the best ways to keep vulnerable road users safe. Our CEO and Founder, Tony Xu, also joined other CEOs in a recent letter calling for the Senate to take bold action to address the gun violence epidemic.

We're also proud to have partnered with cycling organizations across the globe to advocate for critical policy solutions to increase access to sustainable modes of transportation, reduce traffic-related injuries, and reimagine our transportation network to make safe streets a reality, particularly for vulnerable road users. In New York City, we have supported bold street safety proposals - such as the [25 x 25 Campaign](#) - and joined a coalition of businesses, workers and advocates to promote an agenda to "[Reimagine the Curb](#)" and make our streets safer for bikers and pedestrians. In California, we supported the [California Bicycle Coalition](#) in their advocacy for an additional \$500 million in state funding for cities that implement complete bike networks – improving safety for bikers. We are committed to continuing to contribute to solutions that help make our streets and communities safer for everyone, including Dashers.

* * *

DoorDash appreciates your interest in the safety of Dashers and others engaged in providing delivery services. We appreciate the recent opportunities to meet with several of your offices, and welcome additional conversations to further discuss how we can work together to better protect our Dasher community.

Sincerely,



Max Rettig
Vice President, Public Policy



Adam DeWitt
Chief Executive Officer
(312) 929-1212
111 W. Washington Street
Suite 2100
Chicago, IL 60602

June 22, 2022

The Honorable Edward J. Markey
United States Senator
255 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Markey,

Thank you for your letter dated June 1, 2022 regarding the health and safety of the delivery partners who use the Grubhub platform. At Grubhub, the health and safety of delivery partners is our top priority. The hundreds of thousands of partners who deliver via Grubhub do so because they value the work opportunities Grubhub provides, the independence and flexibility to work when and where they choose, which allows them to balance making money with caring for family, attending school, or other personal activities. Grubhub delivery partners want transparency, flexibility and benefits, and Grubhub has supported laws to provide them with just that.

At Grubhub we are constantly improving the experience for our delivery partners. Our safety team recently concluded a series of meetings with our Driver Safety Council, which featured six months of discussions with active Grubhub delivery partners regarding how we can ensure each of them continues to feel safe while delivering orders. This input has helped us continuously improve our current safety policies and procedures, which include but are not limited to the following:

- Leveraging our in-app messaging system, we inform delivery partners of any weather conditions, safety alerts, and large scale events.
- In extreme weather events or other emergencies, we evaluate and make market closures on a case-by-base basis in partnership with local officials, restaurants, and delivery partners themselves.
- We have a dedicated 24/7/365 Care team to respond to any delivery partner concerns or complaints.

Due to policies and processes such as these, we are confident we are taking the right steps to keep delivery partners as safe as possible. And in all events, if a delivery partner feels they cannot safely complete a delivery, they always have the option to decline or reject an order *without any penalty*.

Grubhub understands that delivery partners are absolutely essential to our nation's businesses and communities. Millions of consumers and restaurants rely on them everyday, as do the local economies they support. Critically, Grubhub was an early and active vocal proponent of recent legislation in New York City designed to protect the health, safety, and rights of workers who deliver for any app. These include common sense steps such as paying delivery partners once a week, including in-app disclosures about driving routes such as estimated trip time and distance, total pay and gratuities, requiring all restaurants to provide bathroom access to delivery partners, and more.

We've also launched new tools to increase flexible access to earnings, including Instant Cash Out for drivers, which allows delivery partners to cash out same day earnings directly to their bank accounts or debit cards.

Throughout the COVID-19 pandemic, Grubhub has taken a number of proactive steps to protect the health of delivery partners who use the Grubhub platform. We offer two weeks of [support pay](#) to cover medical expenses and loss of income for any delivery partner whose health is impacted by COVID-19. We launched an [online shop that enables delivery partners](#) to order their own free PPE, including hand sanitizer and masks. And we've implemented contact-free delivery as the default delivery method, allowing delivery partners to avoid direct handoffs.

We will continually work to ensure our partners have the safest experience possible. Grubhub appreciates and shares your concern for delivery partner safety and we look forward to continuing an open dialogue with you on this important issue.

Sincerely,

A handwritten signature in black ink, appearing to read 'ADW', with a long horizontal line extending to the right.

Adam DeWitt
Chief Executive Officer



June 22, 2022

The Honorable Edward Markey
United States Senate
255 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Markey:

Thank you for your letter of June 1, 2022 outlining your concerns for the safety of drivers and delivery workers. We appreciate the opportunity to respond. At Uber, we take the safety of all platform users extremely seriously. More than four million trips occur each day in the United States and serious safety incidents are exceptionally rare.

To enhance the safety of our platform, we have invested heavily in technology and have implemented a variety of measures. For example:

- **Safety Toolkit.** In 2018, Uber launched the Safety Toolkit, a single place in the Uber app where riders and drivers can access safety features during a trip. This suite of resources includes access to features like Share My Trip, Follow my Ride, Trusted Contacts, and the In-App Emergency Button. The Safety Toolkit also provides key safety information to riders, including tips built in partnership with law enforcement, driver screening processes, insurance protections, and Community Guidelines.
- **Share My Trip, Trusted Contacts, and Follow My Ride.** One of our original safety features gives riders and drivers the option to share trip details so loved ones can follow them on a map in real time. In 2018, we enhanced that feature with Trusted Contacts, which allows riders to automatically share trip information with friends and family members. Riders can use the Trusted Contacts feature on all trips or just nighttime trips, according to their preference. Follow My Ride is a similar feature available to drivers and couriers, enabling them to designate loved ones to share their live location during or in between trips.
- **RideCheck:** In 2019, Uber rolled out RideCheck which is a technology that can detect a potential crash or an unexpected long stop. It then sends a proactive check-in to both the rider and driver to offer assistance. Options are surfaced in the app that provide quick access to key safety tools so riders and drivers can take action and get help if necessary.
- **Verify Your Ride:** To help make sure riders get in the right car, they are able to choose to receive a unique four-digit PIN to verbally provide to their driver. The driver will only be able to start the trip in the app once the correct PIN has been entered.
- **On-Trip Reporting:** Riders have a "Report Safety Incident" option in their safety toolkit (the blue shield icon) that will let them report a safety issue during their trip. Uber's safety team will follow up after the trip. This is part of our efforts to encourage reporting by multiple, convenient channels for people to report issues.

- **New Rider Verification:** In April 2021, we strengthened our rider verification process by adding more safeguards to validate the identity of riders who use certain types of payments. This new feature requires riders who try to set-up a new account with a prepaid card, gift cards or Venmo to upload a valid ID, such as a driver's license or passport. These additional verification requirements can act as a deterrent to those who are trying to use the app to cause harm.

As you noted in your letter, Uber was the first company to release a comprehensive Safety Report which details safety incidents on the platform, including against both drivers and riders. We are proud to have been an industry leader on this and we encourage other companies to report this information. The Safety Report shares details on Uber's safety progress, its processes, and data related to the reports of the most serious safety incidents occurring on our platform. Part of our Safety Report is a comparison of our overall platform safety against national trends.

Your letter also asked various questions about safety incidents that occur on the platform. The data presented in Uber's 2019 Safety Report, which covers incidents from 2017-2018, shows that the vast majority, 99.9%, of trips ended without any safety-related issue at all, no matter how minor. Only 1.4% of trips had a support request of any kind, most frequently for issues such as lost items, refunds, or route feedback. Only 0.1% of trips had a support request for a safety-related concern, the majority of which included more minor safety issues, such as complaints of harsh braking or a verbal argument.

The Safety Report also shows that traffic-related fatality rates with Uber are roughly half of the national average. In fact, only 0.0003% of all Uber trips in this time period involved a critical safety incident. However, even one critical safety incident is unacceptable because it represents the lived experience of someone in the Uber community. As part of our cultural values, we Stand for Safety. We know the work of safety never stops, yet we can and will challenge ourselves to always be better for the communities we serve.

For more detailed information, including our methodology and taxonomy, please refer to Uber's Safety Report, of which we have enclosed a courtesy copy. The U.S. Department of Transportation's National Highway Traffic Safety Administration recently released the 2020 annual traffic crash data,¹ the nationwide census of fatalities suffered in motor vehicle collisions. Now that the data has been publicly released, we are working to finalize the next update to our Safety Report, which benchmarks Uber's safety against the national average.

Your letter also requested information about how the platform works. App-based workers use Uber's app but are not employed by Uber. Drivers and couriers are paid per service. This simple structure aligns customer, worker, and platform economic incentives. Customers request a service when they want a service performed. A worker accepts that request when they're willing to perform the service. The consumer pays the worker for the service completed and the platform

¹ NHTSA Releases 2020 Traffic Crash Data: Showing highest number of fatalities and highest fatality rate since 2007. <https://www.nhtsa.gov/press-releases/2020-traffic-crash-data-fatalities>

earns a portion of that payment.

Regarding your question about insurance coverage, Uber makes Optional Injury Protection, through Affinity Insurance Services Inc., available for purchase by both drivers and couriers in 41 U.S. states and Washington, D.C. An overview of this coverage is available [here](#) and a coverage explanation is available [here](#). In California, in accordance with the requirements of Proposition 22, Uber maintains Injury Protection insurance for drivers and couriers. An overview of this coverage is available [here](#). In New York, in accordance with the requirements of [Article 6-F](#) of Chapter 18 Executive of the Consolidated Laws of New York, Uber contributes a 3% surcharge on all trips toward the [Black Car Fund](#), which provides Workers Compensation and other benefits at no cost to drivers. In Washington State, from January 1, 2023, in accordance with [HB 2076](#), Uber will fully fund Workers Compensation insurance for drivers.

Finally, your letter inquired about Uber's arbitration policy. As part of the onboarding process for app-based workers to use Uber, workers sign an arbitration agreement and have the opportunity to opt out for a period of time after signing. Additionally, as of 2018, Uber eliminated mandatory arbitration for sexual assault and sexual harassment claims.

We appreciate your attention to the safety of drivers and couriers. When the next iteration of Uber's Safety Report is released, we will be sure to send a courtesy copy to your office. We look forward to working with you, other policy makers, and interested parties to advance our shared safety values.

Sincerely,

A handwritten signature in black ink, appearing to read "CR Wooters". The signature is stylized and written in a cursive-like font.

CR Wooters

Head of Federal Affairs
Uber Technologies, Inc.

cc: Senator Elizabeth Warren
cc: Senator Richard Blumenthal
cc: Senator Sherrod Brown
cc: Senator Bernard Sanders
cc: Representative Ayanna Pressley
cc: Representative Stephen Lynch
cc: Representative Seth Moulton



185 Berry Street
Suite 5000
San Francisco, CA 94107

June 22, 2022

Dear Senators Markey, Warren, Blumenthal, Sanders and Brown and Representatives Pressley, Lynch and Moulton:

We received your letter dated June 1, 2022, and we appreciate the opportunity to share information about how our business model works, the policies and tools we have in place to help keep people safe, and the range of benefits we provide drivers on our platform, the vast majority of whom prefer to remain independent.

Founded in 2012, Lyft's mission is to improve people's lives with the world's best transportation. We are proud to introduce new transportation solutions to the country's mobility system, which is a key driver of the economy. We are committed to helping protect our community from crime and share your concern about the health and safety of drivers operating on the Lyft platform. Since our founding, safety has been fundamental to everything we do, and we are determined to help protect passengers and drivers. Because we believe that safety is fundamental to rideshare, over the past several years, Lyft has launched more than fifteen safety-focused initiatives and we operate a 24-7 Safety Team tasked with keeping drivers and passengers on our platform safe. Lyft's policies around safety are not just aimed at the driver and passenger experience before, during, and after a ride, but are also reflective of the offerings we are able to provide with our business model.

As you may know, a core pillar of the rideshare model, and one that separates it from many of the other earning opportunities in the economy, is the unparalleled flexibility and independence drivers have to work when, where and for however long they want. According to data collected by an independent firm, sixty-six percent of drivers nationwide would stop driving with app-based platforms if they were compelled to be employees. We know drivers want to be independent contractors, so we are committed to advocating for what they want — in terms of safety and classification.

We share the same goals — we want drivers to have key benefits, including insurance for on-the-job injuries similar to workers compensation providing medical coverage and disability payments for lost work. This is why we have supported and continue to support new laws that provide these solutions within the parameters that drivers have asked for. In California, Lyft supported a ballot initiative, Prop 22 in November 2020, that was supported by an overwhelming majority of drivers and voters from all political backgrounds. It protects drivers' independence and flexibility, while providing them with historic new benefits, including a

minimum earnings guarantee, a contribution towards health care coverage and insurance for on-the-job injuries. In March 2022, following years of negotiations with organized labor in Washington, Lyft was proud to support HB2076 – landmark, first-in-the-nation legislation preserving the flexibility workers in today’s economy need, while ensuring new benefits for drivers.

Across California, Washington and more recently in Massachusetts, we have demonstrated our commitment to working with any group of stakeholders — drivers, policymakers, labor advocates, or even interested members of the public — to craft policies that are durable solutions for the future and work best for drivers. In places like Massachusetts, a state where we have supported a ballot initiative and a legislative solution that was introduced in the State Assembly last year, we would have gladly engaged in substantive conversations around the best way to offer safeguards and benefits to drivers within the independent model they repeatedly tell us they want. Our goal at Lyft is to continue to advocate for what drivers who use the Lyft platform say that they want: independence and flexibility. We are committed to engaging in dialogue around a federal policy solution that places, at its core, the safety of drivers and the independence of rideshare that make it a unique and desirable earnings opportunity for millions of Americans.

Lyft Business Model

Lyft is authorized to provide its ridesharing platform in all 50 states and the District of Columbia. Rideshare regulations recognize three distinct insurance “periods” and these are instructive for the working status of drivers.

- **Period 1 (or P1)** is when a driver is logged into the app but has not yet chosen to accept a ride offer. During P1, drivers receive ride offers based on their proximity to a passenger and Lyft’s matching algorithm, but there is no obligation to ever accept any ride offer. In fact, during P1, drivers are not obligated to do anything related to work and, in fact, can be on P1 on the Lyft app while simultaneously completing an offer on another ridesharing app, doing another job outside of app-based work, running a personal errand or even doing nothing.
- **Period 2 (or P2)** starts when the driver chooses to accept a ride offer and is on the way to pick up the passenger.
- **Period 3 (or P3)** is all time spent completing the ride between when the passenger enters the vehicle until the passenger exits the vehicle.

Like millions of independent contractors working in almost every sector in the American economy, rideshare drivers are paid by the job. Like taxi drivers, many of whom have worked as independent contractors going back nearly 100 years, rideshare driver earnings are, generally speaking, based on time and distance traveled while transporting passengers (analogous to a taxi driver). In P1, drivers receive ride offers based on their proximity to a rider and Lyft’s

matching algorithm.

Drivers are also free to “multi-app” and, in real time, may be in P1 on the Lyft app, and simultaneously in P1 on another app like Uber. A driver may also be in P1 on one app, and en route (P2) or even in a ride (P3) on another app. A driver may also have decided to decline all offers without ever accepting a request because they are occupied with other work, taking a break, or doing anything else they choose to be doing.

Critical to understanding the unique minute-by-minute flexibility of app-based driving is also understanding that the driver has complete discretion over 1) when, whether, and where to enter P1; 2) after entering P1, whether to accept any given ride offer; 3) how long to stay logged into P1; and 4) when to log off and exit P1. It is therefore unlike being “on the clock” at any other kind of work. Changing this dynamic would fundamentally alter the experience of driving on the Lyft platform, it would dramatically alter the level of control drivers currently have and make ridesharing no different than the millions of other jobs currently left open in the economy.

Insurance and Arbitration

Lyft maintains multiple forms of primary auto insurance policies for drivers who operate on the platform. These include comprehensive liability coverage, uninsured/underinsured motorist (UM/UIM) coverage and/or other first-party-coverages, where applicable. Lyft’s primary auto liability policy covers drivers during any time they are online and other first-party auto coverages may apply depending on the patchwork of state and local regulations that govern Lyft’s operations. In the event of a covered accident with a driver who is uninsured or underinsured and is ultimately at fault for bodily injury caused to drivers and/or passengers, UM/UIM may apply where procured. Lyft may also maintain first-party coverages such as medical payments (MedPay) or personal injury protection (PIP). The coverages apply to healthcare or medical expenses if a driver, passenger, and/or sometimes pedestrians are injured in a covered accident regardless of who is at fault. The availability of first-party injury coverage and the coverage limits vary by state. There is no deductible on this coverage. Further details about Lyft’s policies can be found [here](#).

In California, drivers are insured by occupational accident insurance that covers injuries at any point when they are signed into the app and eligible to receive rides through to the completion of rides. In New York, all Transportation Network Company (TNC) drivers (and all taxi and livery drivers) are provided workers’ compensation coverage through that state’s Black Car Fund. In Washington, as part of the recently passed HB 2076, rideshare drivers will receive workers compensation insurance coverage starting in Jan 2023, with rideshare companies paying into the state system.

Across the board, the insurance policies that Lyft maintains for drivers on the platform do not come at an extra cost to drivers. In fact, an additional layering of occupational accident insurance benefits has been a part of every single independence plus benefits solution Lyft has previously supported and/or continues to support including Prop 22 in California, HB 2076 in

Washington, and the ballot measure and legislation proposed in Massachusetts (HB 1234).

Drivers who do not opt out of arbitration have agreed to bring all potential legal claims against Lyft in arbitration, except as required by law and other specific cases. These exceptions are detailed in Section 17(g) in the Terms of Service (TOS) and can be found via [this link](#).

The Federal Arbitration Act (FAA) and decades of case law permit drivers and Lyft to agree to resolve legal disputes in arbitration. We remain committed to ensuring that drivers who do not opt-out continue to utilize this avenue to seek resolution for claims.

Lyft Commitment to Safety

Safety is fundamental to Lyft, and it is critical to the success of our industry. Since day one, we have worked hard to design policies and features that help protect both drivers and passengers. These enhanced safety measures did not exist before in the for-hire transportation industry, and, even today, many of these measures remain unique to ridesharing.

These safety measures include features that are designed to help protect drivers and passengers on our platform. For example, Lyft's two-way rating system allows passengers and drivers to provide instant feedback on safety and overall ride experience. In addition, drivers can view their passenger's name and rating before accepting a ride, and can decline a ride if they feel uncomfortable. Drivers are also able to rate passengers and flag any irregular situations. We've developed in-ride features that enable drivers and passengers to keep their contact information private, share their location with family and friends, and quickly and easily access emergency assistance from the Lyft app.

Through our Emergency Help feature which is supported by ADT, a driver can quickly and discreetly connect with an ADT security professional if they ever feel unsafe. ADT can alert authorities so they can arrive at the driver's location, equipped with ride details like the vehicle's make and model, license plate number and intended drop-off location. This feature can be triggered silently, allowing drivers to get emergency assistance without speaking or alerting anyone that they are doing so.

Through our Smart Trip Check-In feature, we monitor for rides that appear to have ended far from the intended destination, been canceled after pick-up, gone off-route or stopped for an abnormal amount of time, and in those circumstances, we may reach out to passengers and drivers directly. We will ask the driver if they need help, and if appropriate, connect them to emergency assistance or our own Safety team. We integrated ADT's capabilities into Smart Trip Check-in, allowing drivers and passengers to easily and silently get emergency help when we notice an irregularity. In addition, Lyft operates a dedicated Safety team that is available twenty-four hours a day, seven days a week, to assist passengers and drivers.

While safety incidents on our platform are rare, we realize that even one is too many. There is a real person and real experience behind every report, and our goal is to make each ride on our

platform as safe as we possibly can. As soon as we are made aware of a safety incident, it is our policy to immediately reach out to the driver to offer support. In the event we can't contact the driver, we attempt to reach out to their family to do the same. While every situation is unique, our specialized group of trained Safety advocates work with the driver or their family to determine their specific needs and provide meaningful support to them directly. It can include financial assistance.

Lyft released a Community Safety Report [last year](#) to provide information on the safety incidents reported to the company and the processes and policies we have in place to enhance passenger and driver safety. The report details the frequency of some of the most serious safety incidents that are reported to Lyft, which are statistically very rare. For motor vehicle fatalities on the Lyft platform, there were 22 reports in 2017, 34 in 2018 and 49 reports in 2019. The rate of motor vehicle fatality reports on the Lyft platform are below the national average for each year. For fatal physical assaults on the Lyft platform, there were 3 reports in 2017; 3 reports in 2018, and 4 reports in 2019. It's worth noting that many forms of transportation – like taxis, buses or subways – have no uniform method of reporting, tracking, analyzing and sharing safety incidents whatsoever.

Lyft categorizes sexual assault incident reports according to the Sexual Misconduct and Violence Taxonomy developed by RALIANCE, a national sexual violence prevention organization. For the five most serious categories of sexual assault there were a total of 1,096 reports in 2017; 1,255 reports in 2018; and 1,807 in 2019. The breakdown of the reporting parties for this data include drivers (38%); passengers (52%); third party (10%). All safety reports are classified by “reporting party” to track who reported the incident.

Conclusion

Lyft appreciates your leadership concerning the health and safety of rideshare drivers. We look forward to partnering with your offices, as well as other policymakers, to continue dialogue on these important issues.

Thank you and please reach out to us should you have additional questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeremy Bird', written in a cursive style.

Jeremy Bird
Chief Policy Officer
Lyft



Maplebear Inc. d/b/a Instacart
50 Beale Street, Suite 600
San Francisco, CA 94105

June 22, 2022

The Honorable Edward J. Markey
United States Senate
255 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Markey:

Thank you for your June 1 letter regarding the health and safety of workers earning on the Instacart platform. We appreciate the opportunity to share with you how paramount these issues are to us.

At Instacart, we believe everyone should have access to the food they love and more time to enjoy it together. Instacart works with more than 600,000 shoppers to facilitate online shopping, delivery, and pickup services from more than 800 national, regional, and local retail brands across 70,000+ stores in more than 5,500 cities. These shoppers play a unique role in providing more than 90% of households in North America access to everyday essentials and fresh groceries.

The Instacart shopper experience is designed to be flexible, offering shoppers a way to earn money while fitting Instacart into their busy lives. Among the shopper community are students, caregivers, retirees, and others who choose Instacart to increase their income and earn on their own terms.

Unlike rideshare drivers, Instacart shoppers do not transport or share vehicles with their customers. Through the Instacart platform, customers can order groceries, household necessities, and other items for delivery or pickup from the local retailers they know and love. An Instacart shopper has full autonomy over which orders they want to complete, and once they select an order, they will then pick, pack, and/or deliver the order from the store to the customer's delivery address.

Instacart shoppers are valued members of the Instacart community and of the towns and cities they serve. We are committed to making our platform safe for shoppers, and Instacart has proactively implemented many health and safety measures to support the shopper community.



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In-App Safety Features: Instacart has rolled out multiple safety features for the shopper community in the Instacart app, including 24-hour emergency assistance, free and optional safety lessons, and in-app emergency calling. The Instacart app also contains a “Shopper Safety Alert” that will notify shoppers of local critical incidents. The Shopper Safety Alert leverages law enforcement, social media, and local news to create automated alerts so that Instacart shoppers who are within the area of an incident are notified and can avoid the area.

Injury Protection/Insurance: Instacart offers Shopper Injury Protection, which is insurance designed to protect all eligible U.S. full-service shoppers in the event of an incident. We believe shoppers should be protected in the rare occurrence that they suffer an injury when they are en route to the store, shopping, or delivering with Instacart. Shopper Injury Protection applies to all eligible U.S. full-service shoppers and includes coverage for certain medical expenses, disability payments, and accidental death benefits. All shoppers are automatically enrolled in Shopper Injury Protection — no signup or enrollment is required. There are no premiums, deductibles, or co-pays. Shoppers are also free to obtain additional insurance coverage from another source if they so choose.

Health Measures: The health and safety of the entire Instacart community has always been our top priority. In the early stages of the COVID-19 pandemic, Instacart worked closely with state and federal officials to ensure shoppers were considered essential workers as they continued supporting families and communities across the country. Since the start of the COVID-19 pandemic, Instacart invested more than \$30 million in health and safety measures for shoppers, including distributing over 875,000 health and safety kits and paying more than \$2.5 million in vaccine support to shoppers who needed to take time away from work to get vaccinated. Instacart also offers contactless delivery options and access to free virtual medical consultations for COVID-19 related visits.

Acceptance Rates: Instacart shoppers are free to accept or reject as many or as few customer orders as they choose. They do not receive adverse consequences for accepting or rejecting any particular number or percentage of orders. Order selection is entirely within their discretion. They are never required to accept an order that makes them feel unsafe.

Protection from Discrimination: Instacart maintains a strict nondiscrimination policy. Shoppers can access the platform without regard to race, sex, sexual orientation, veteran status, disability, or any other category protected by law.



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Thank you for the opportunity to share our health and safety policies with you. Please let me know if you have additional questions. Our Director of Federal Affairs, Belinda Garza, or I are available to visit with you to discuss further.

Sincerely,

Casey Aden-Wansbury

Casey Aden-Wansbury
Vice President, Policy and Government Affairs
Of MAPLEBEAR INC. (d/b/a Instacart)

cc:

Senator Richard Blumenthal
Senator Sherrod Brown
Senator Bernie Sanders
Senator Elizabeth Warren
Representative Stephen F. Lynch
Representative Seth Moulton
Representative Ayanna Pressley