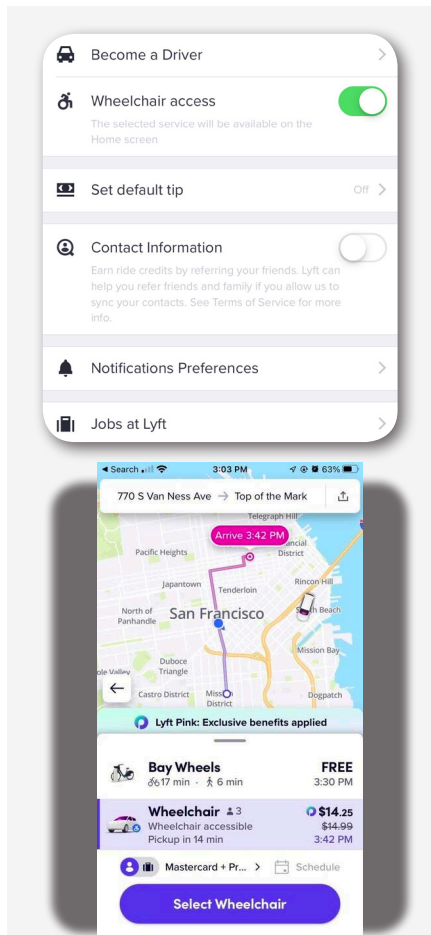


Lyft WAV Service

San Francisco and LA Counties

To support the transportation needs of people who use fixed-frame (non-foldable/non-collapsible) wheelchairs, Lyft provides dedicated WAV service directly through the Lyft app in San Francisco and Los Angeles counties.

How to use Lyft Wheelchair Mode



Step 1: Download the Lyft app and set up your account

Step 2: Enable Wheelchair Mode (you only have to do this once)

- Tap the Menu icon in the top left corner of the app
- Scroll down and tap Settings
- Find *Wheelchair Access* in the Menu
- Slide the toggle to the right to enable Wheelchair Mode so it turns green, indicating enabled

Step 3: Request your ride

- Enter in your destination and then scroll down to find Access within the menu.
- Tap Access to request a wheelchair accessible vehicle outfitted to accommodate fixed-frame wheelchairs.
- Tap "Request Wheelchair," confirm your pickup location, and you're all set!

Features

All rides in Wheelchair Mode offer the same features as the traditional Lyft app:

- In-app photos
- Digital receipts
- Real-time ride tracking that can be shared with a loved one
- 2-way rating system
- 24/7 Critical Response Line to report any safety concerns to our dedicated Trust & Safety team

Pricing

Pricing is the same as Lyft Standard Rides and with upfront pricing, riders see the exact price for their ride before they make the request.

Safety

Before giving a ride on the Lyft platform, all driver applicants are screened for criminal offenses and driving incidents. Our annual criminal background checks are provided by a third-party expert, and include a Social Security number trace, a nationwide criminal search, a county court records search, a federal criminal court records search as well as a U.S. Department of Justice 50-state sex offender registry search. We also conduct continuous criminal monitoring, which includes daily monitoring and immediate notification of any disqualifying criminal convictions. Any driver who does not pass both the annual and continuous screenings is barred from our platform.

Feedback

All Riders are encouraged to use our two-way rating feature. Passengers and drivers rate each other anonymously after every ride. Riders rating their experience less than four stars are automatically prompted to give more feedback about what could have gone better. Lyft takes user ratings and driver feedback very seriously, and reviews all rides with low ratings and concerning feedback to determine if action should be taken for the rider or driver involved.

Alternative formats available upon request.