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January 28, 2020

Mr. Logan Green
CEO, Lyft
185 Berry Street, Suite 5000
San Francisco, California 94107

Dear Mr. Green,

I write to follow up on my letter of September 25, 2019. Since that time, I have received your response and my office has met with members of your team regarding my continued concerns about your sexual assault prevention measures. However, I am discouraged and disappointed that Lyft has failed to follow up with basic information that I requested over two months ago now. Congress and the public have been kept in the dark about your safety policies for too long—everything from the training materials you use, to Lyft's standardized process for evaluating sexual assault complaints, to the auditing processes used to evaluate the third party company you rely on to conduct background checks.

Meanwhile, Lyft continues to fight survivors of sexual assault in court, having recently attempted to force dozens of women to litigate their claims against your company separately.¹ Unsurprisingly, these brave women are unmoved by your company's carefully worded response, designed to feign sensitivity while avoiding liability, rolled out each time Lyft is implicated in an incident of sexual violence. These survivors know that they have been through something that "no one should ever have to endure."² They need Lyft to take responsibility—which includes transparency about your internal processes for dealing with sexual violence that occurs through your platform.

¹ Dara Kerr, *Judge Rules Dozens of Lyft Sexual Assault Cases Can Potentially be Joined Together*, CNET, Jan. 21, 2020, available at <https://www.cnet.com/news/judge-rules-dozens-of-lyft-sexual-assault-cases-can-potentially-be-joined-together/?UniqueID=F0B5BB3C-3CCF-11EA-9DB9-BB263A982C1E&ServiceType=twitter&PostType=link&tag=COS-05-10aaa0b&TheTime=2020-01-22T04%3A30%3A38>.

² See, *id.*; see also Lauren Kaori Gurley, *Lyft Allegedly Kept a Driver on the Platform Who Held a Passenger at Gunpoint While Two Other Men Raped Her*, VICE, Sept. 17, 2019, available at https://www.vice.com/en_us/article/vb57w8/lyft-allegedly-kept-a-driver-on-the-platform-who-held-a-passenger-at-gunpoint-while-two-other-men-raped-her (Lyft spokesperson noting that "no one should have to endure" gang rape at gun-point).

As Lyft resists liability for its role in these horrifying assaults, your company continues to advertise itself as a safe ride home for intoxicated riders.³ As I pointed out in my last letter, and as dozens of survivors have repeatedly implored you to notice,⁴ this kind of advertising serves as a signal to sexual predators that driving for Lyft is an effective way to prey on vulnerable women. Meanwhile, it has become increasingly clear that drivers also face significant sexual violence risks⁵ and Lyft must do more to ensure the safety of its drivers.

Separately, I urge you to immediately stop using forced arbitration agreements against drivers and riders for safety issues of any kind. As has become increasingly clear, sexual violence is but one of many risks that drivers and riders face while using your platform—yet only victims of sexual assault are exempted from your policy of forcing riders and drivers to bring their claims against Lyft in costly, secretive arbitration proceedings.

It is not acceptable for your company to stonewall congressional oversight of this disturbing phenomenon. If Lyft continues to drag its feet in providing my office with the information I have requested, I will have no choice but to insist that you come before Congress to explain what I believe is an insufficiently serious attitude towards passengers and drivers who have been assaulted and harassed.

I renew my request that the following materials, and answers to the following questions, be submitted to my office no later than February 17, 2020:

1. The sexual assault training materials that Lyft uses for its intake team, and information on how much of the training program for your safety investigators is devoted to sexual assault and harassment.
2. Lyft's standardized process for evaluating complaints of sexual assault.
3. How much of Lyft's rider and driver feedback undergoes human review and how Lyft ensures that safety complaints are reviewed by human reviewers.
4. The *precise* legal issues that Lyft claims are preventing it from sharing information on banned drivers and riders with other ride-hailing services.
5. Information on Lyft's experience with the system instituted by the City of Chicago, which requires ride-hailing companies to share information on banned drivers with other ride-hailing companies.
6. Information on the auditing practices used to evaluate the accuracy and effectiveness of any third party companies you rely on to conduct background checks.
7. Whether Lyft plans to use fingerprint background checks for its drivers in addition to name-based background checks, and if not, a detailed explanation for why not.
8. Whether and when Lyft will be publishing a transparency report about incidents of harm facilitated through its platform.

³ Making Our Roads Safer this Holiday Season, LYFT, Dec. 11, 2019, available at <https://blog.lyft.com/posts/2019/12/11/making-our-roads-safer-this-holiday-season>

⁴ Dara Kerr, *Lyft is Fostering a Sexual Assault 'Epidemic,' Victims Say*, CNET, Oct. 24, 2019, available at <https://www.cnet.com/features/lyft-is-fostering-a-sexual-assault-epidemic-victims-say/>.

⁵ Terry Nguyen, *Uber Says It's Focusing on Safety. Its New Report Shows That There's Far More to be Done*, VOX, Dec. 6, 2019, available at <https://www.vox.com/the-goods/2019/12/6/20999399/uber-2019-safety-report>.

9. Whether Lyft will commit to dropping its forced arbitration policy entirely.

I look forward to hearing from you. You can reach my staff at aparna_patrie@judiciary-dem.senate.gov or charlotte_schwartz@blumenthal.senate.gov with any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Richard Blumenthal". The signature is fluid and cursive, with the first name "Richard" and last name "Blumenthal" clearly distinguishable.

Richard Blumenthal
United States Senate