

The Whole-Person Impact of Implementing Pet Benefits at Lyft

About Lyft

Lyft offers rideshare, bikes, and scooters all in one app — for a more connected world, with transportation for everyone.

Industry

Transportation

Employees

2,500+

Location

US & Canada



Key results achieved in under a year

 **26%**

Utilization

Large percentage of utilization highlights the need for this benefit among Lyft employees, with many utilizing multiple times.

 **66%**

Avoided a same-day vet visit

Airvet saved Lyft pet parents time, money, and reduced emergency and unnecessary same-day vet visits.

 **\$1,000**

Saved per utilizing employee

Lyft members save over \$1,000 per pet, per year thanks to Airvet.



"You can put children, caregiving, and fertility benefits in a package, but if you don't have kids, you can feel left out. **Pets are dependents, too.**"

Ciara Collins, Sr. Benefits Program Lead

Lyft was searching for an inclusive benefit that would support a majority of their workforce

For Lyft, creating a benefits ecosystem that truly reflects the lives of its diverse team members has always been a priority. But, Ciara Collins, Sr. Benefits Program Lead and proud pet mom to two Golden Retrievers (and one human kiddo) at Lyft realized there was a gap. Why? Because not all dependents walk on two legs. "You can put children, caregiving, and fertility benefits in a package, but if you don't have kids, you can feel left out," she explained. "Pets are dependents too."

They began looking for a comprehensive pet benefit that would fill that gap and found Airvet. The decision to bring Airvet into Lyft, and make it employer-sponsored was clear to the team. By fully sponsoring this benefit, it would address financial stress, support mental well-being, and give team members a trusted resource in the moments where it matters most. Ciara noted that **"Airvet is a cost-effective, high-impact offering that provides tremendous value for the cost."**

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Pet benefits support Lyft employees' financial and mental wellbeing

Lyft's goal in bringing Airvet to employees was simple: offer a benefit that genuinely makes employees' lives easier. "Nobody can explain the sheer panic when it's the middle of the night and you don't know what to do," she shared. "With Airvet, our workforce can feel confident, save money, and avoid unnecessary stress or anxiety."

By sponsoring Airvet, Lyft helps employees avoid costly emergency visits, access expert guidance 24/7, and make confident care decisions without financial hesitation. The benefit addresses the emotional toll of uncertainty, providing reassurance and reducing stress so team members can be fully present at and outside of work.

The impact has been immediate and visible. Employee response has been overwhelmingly positive, with Airvet being actively discussed and celebrated in Lyft's internal pet Slack channels. Team members are not only using the service, they're sharing success stories and moments of relief, validating Lyft's belief that pet benefits are more than a perk; they're a reflection of an empathetic and inclusive culture.

For Lyft, Airvet is more than just a benefit. It's a statement about caring for the whole person. When asked if she could describe Airvet as a benefit in one word, Ciara said: "Impactful."



"I have loved Airvet the couple of times I have used them! They were a great way for me to know whether or not what I'm seeing with my dog warranted a full vet visit. Definitely saved me time, money, and sanity."



"It's been incredibly helpful to talk things out with a real vet for free, instead of doing the pet-parent-worry-spiral. They are SUPER fast to respond, and I appreciate that they follow up at least once, just to see how things are going."

