

**KEY TAKEAWAYS:**

METRICS AROUND DOOR DASH HAVE IMPROVED CONSIDERABLY, ESPECIALLY OVER THE PAST QUARTER.

GRUBHUB USAGE HAS BEEN FLAT TO DOWN SLIGHTLY OVERALL AND USERS HAVE BEEN INCREASINGLY ENGAGING WITH OTHER PLATFORMS.

FEEDBACK HAS BEEN WORSENING FOR SEAMLESS IN OUR SURVEY FOR MOST METRICS THAT WE TRACK.

GRUBHUB USERS ARE CONSIDERABLY OLDER, ON AVERAGE, COMPARED TO USERS OF PLATFORMS LIKE UBER EATS, DOOR DASH, AND POSTMATES.

GRUBHUB USERS WHO ALSO USE DOOR DASH AND UBER EATS VIEW THE FORMER AND LATTER AS MORE EXPENSIVE THAN GRUBHUB, BUT NOT REMARKABLY SO.

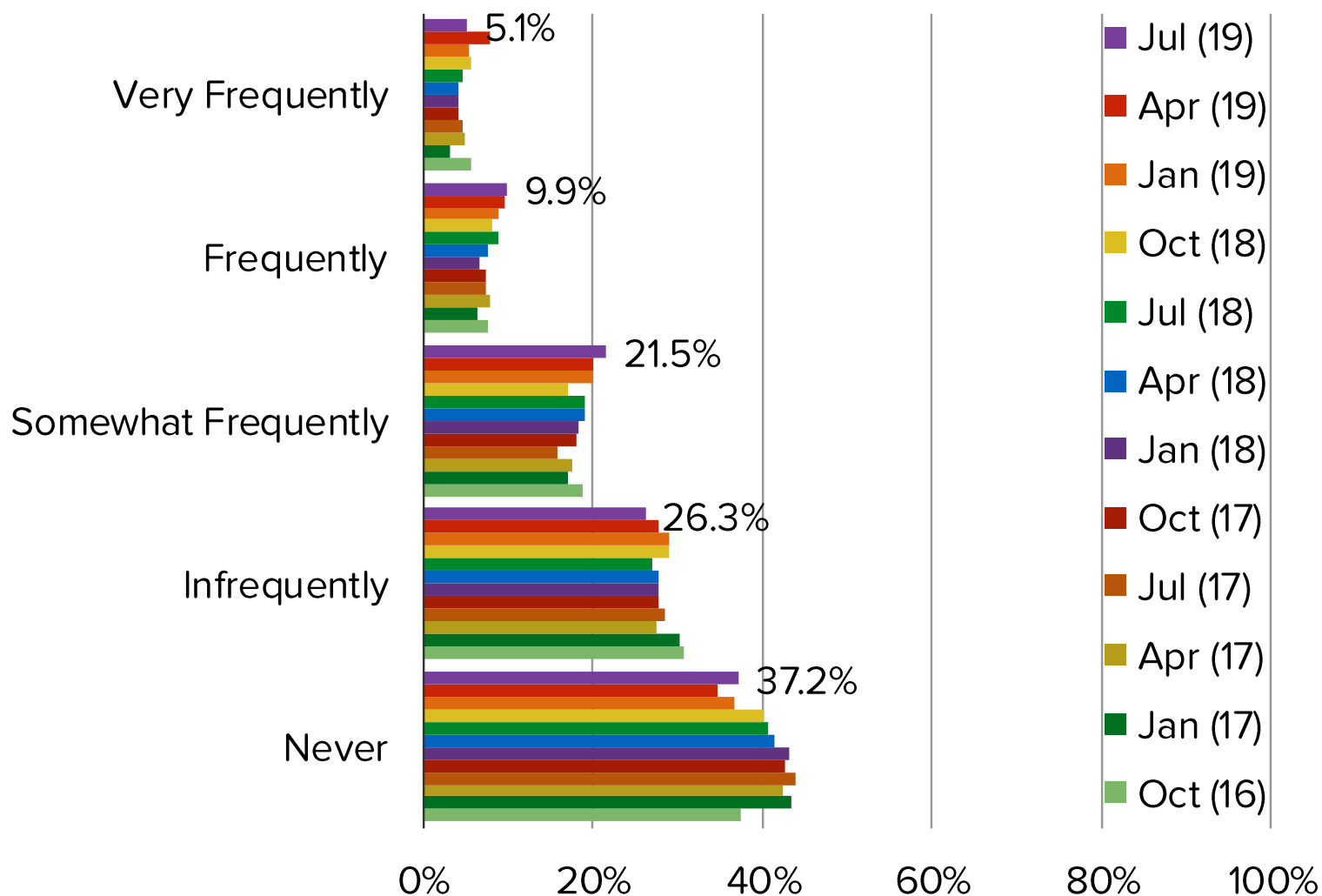
IT IS INCREASINGLY IMPORTANT, ESPECIALLY AMONG FREQUENT USERS OF FOOD DELIVERY, TO BE ABLE TO WATCH THE DELIVERY DRIVER.

# FOOD DELIVERY APPLICATIONS

FOOD DELIVERY APPS

**HOW OFTEN DO YOU ORDER FOOD THROUGH WEBSITES ONLINE OR THROUGH APPS?**

Posed to all respondents.



## FOOD DELIVERY APPS

## WHAT IS YOUR FAVORITE APP FOR ORDERING FOOD? (FILL-IN)

Posed to respondents who use food delivery apps.

July (19)



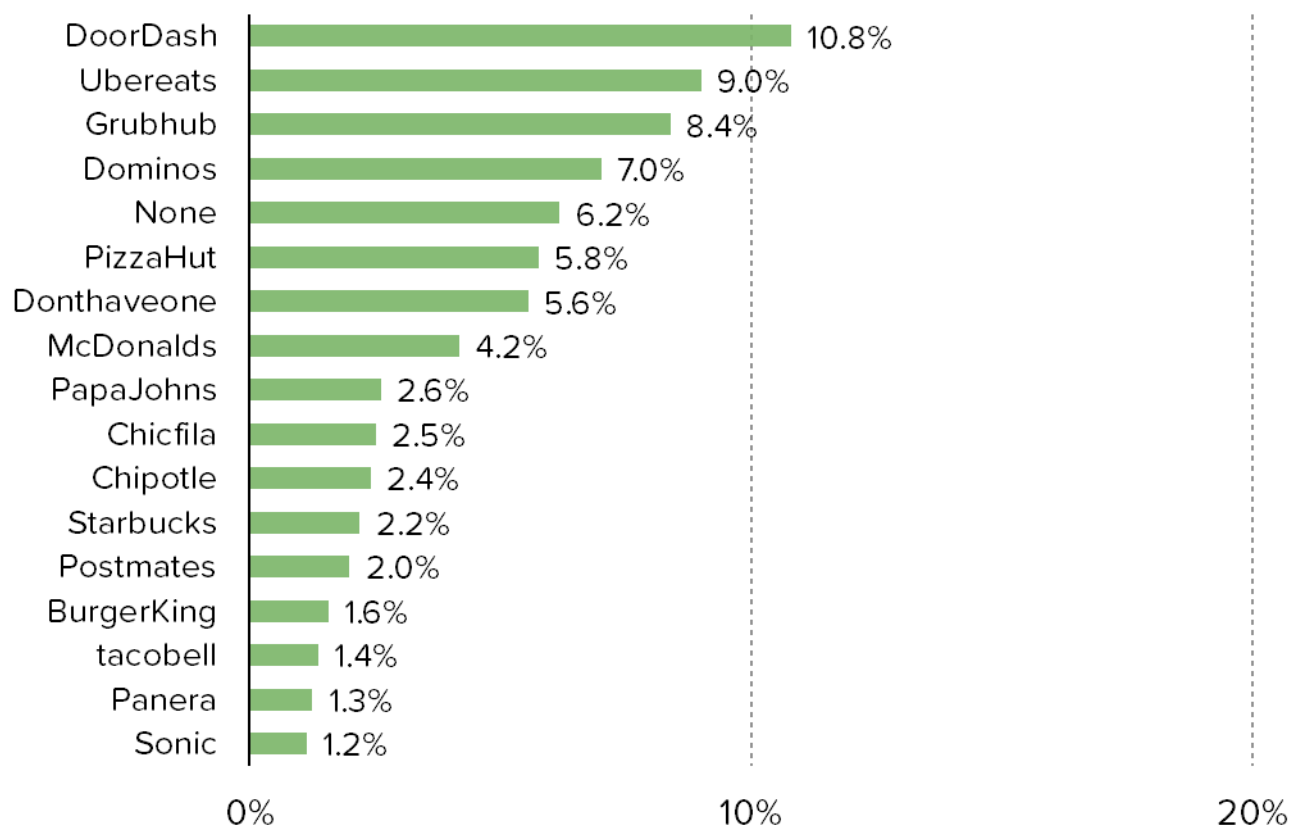
April (19)



## FOOD DELIVERY APPS

**WHAT IS YOUR FAVORITE APP FOR ORDERING FOOD? (% WHO FILLED IN EACH ANSWER CHOICE, FROM WORD CLOUD ON PRIOR PAGE)**

Posed to respondents who use food delivery apps.



## FOOD DELIVERY APPS

**ARE THERE ANY RESTAURANTS THAT YOU ORDER FROM DELIVERY DIRECTLY THROUGH THEIR APP OR WEBSITE INSTEAD OF USING A FOOD DELIVERY APP?**

Posed to respondents who use food delivery apps.

July (19)



April (19)

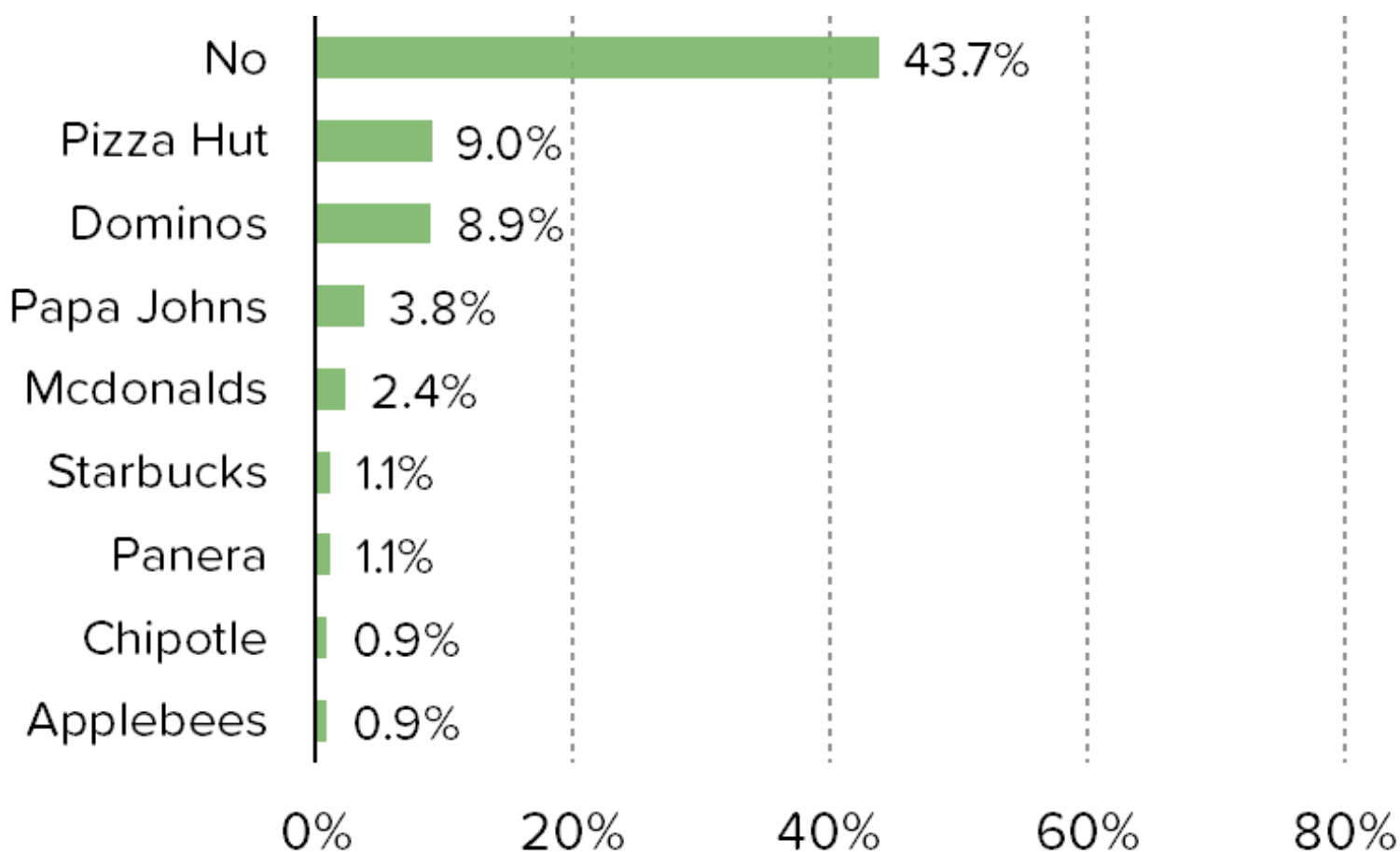


## FOOD DELIVERY APPS

**ARE THERE ANY RESTAURANTS THAT YOU ORDER FROM DELIVERY DIRECTLY THROUGH THEIR APP OR WEBSITE INSTEAD OF USING A FOOD DELIVERY APP?**

Posed to respondents who use food delivery apps.

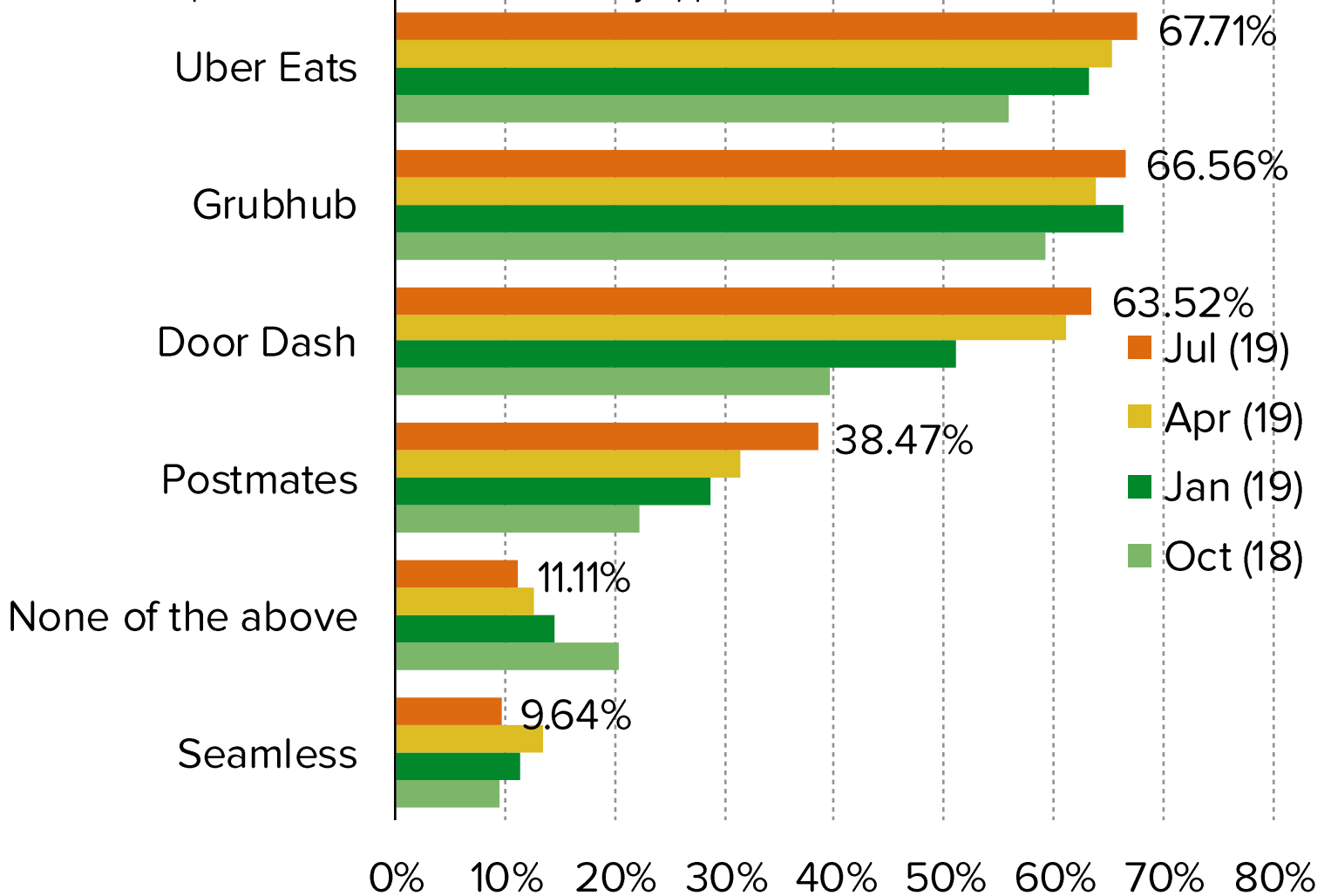
% of respondents who filled in each from word cloud on prior page).



## FOOD DELIVERY APPS

## ARE YOU AWARE OF ANY OF THE FOLLOWING TAKEOUT FOOD DELIVERY APPS?

Posed to respondents who use food delivery apps.

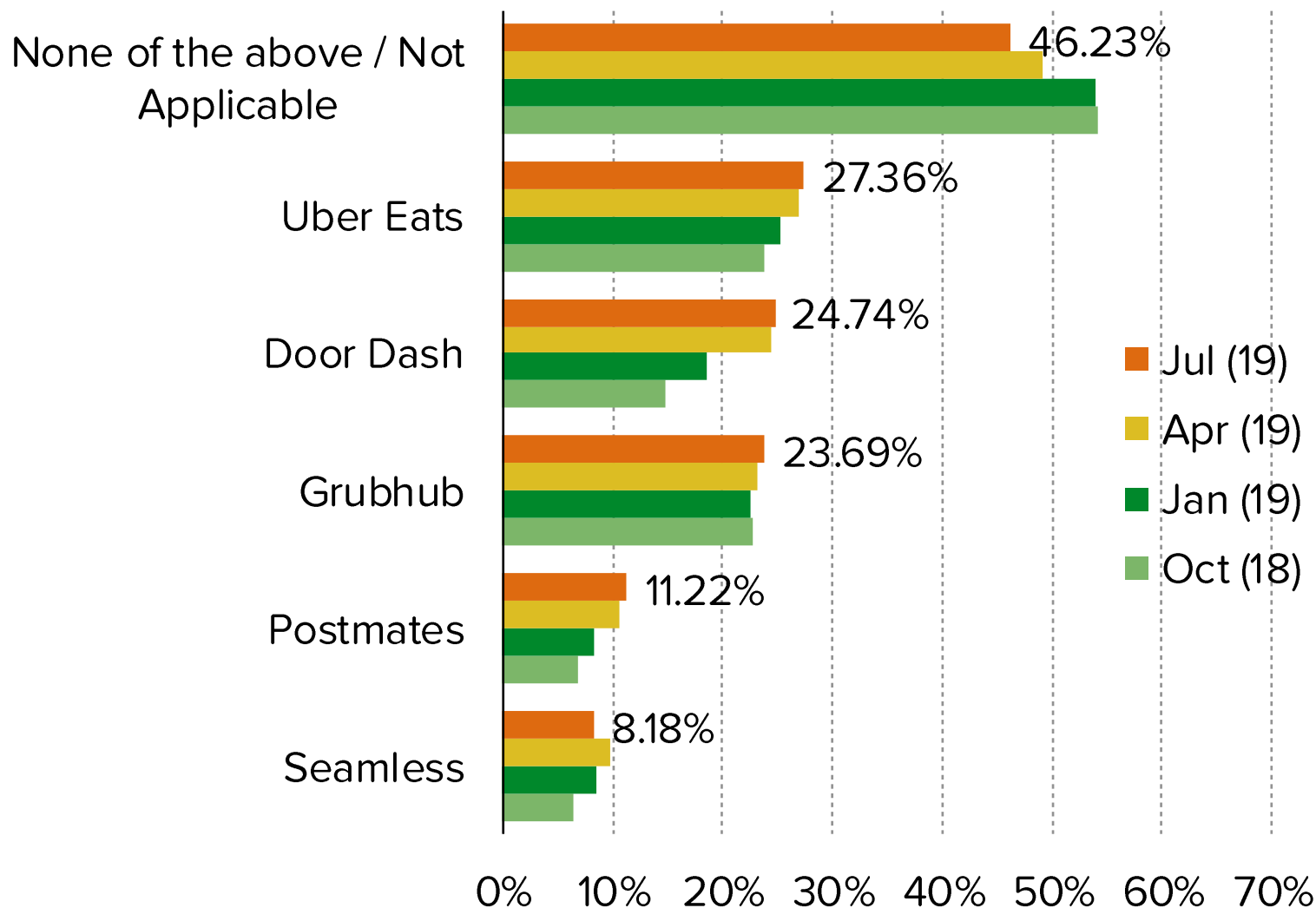




## FOOD DELIVERY APPS

**DO YOU HAVE ANY OF THE FOLLOWING APPS DOWNLOADED ON YOUR SMARTPHONE?**

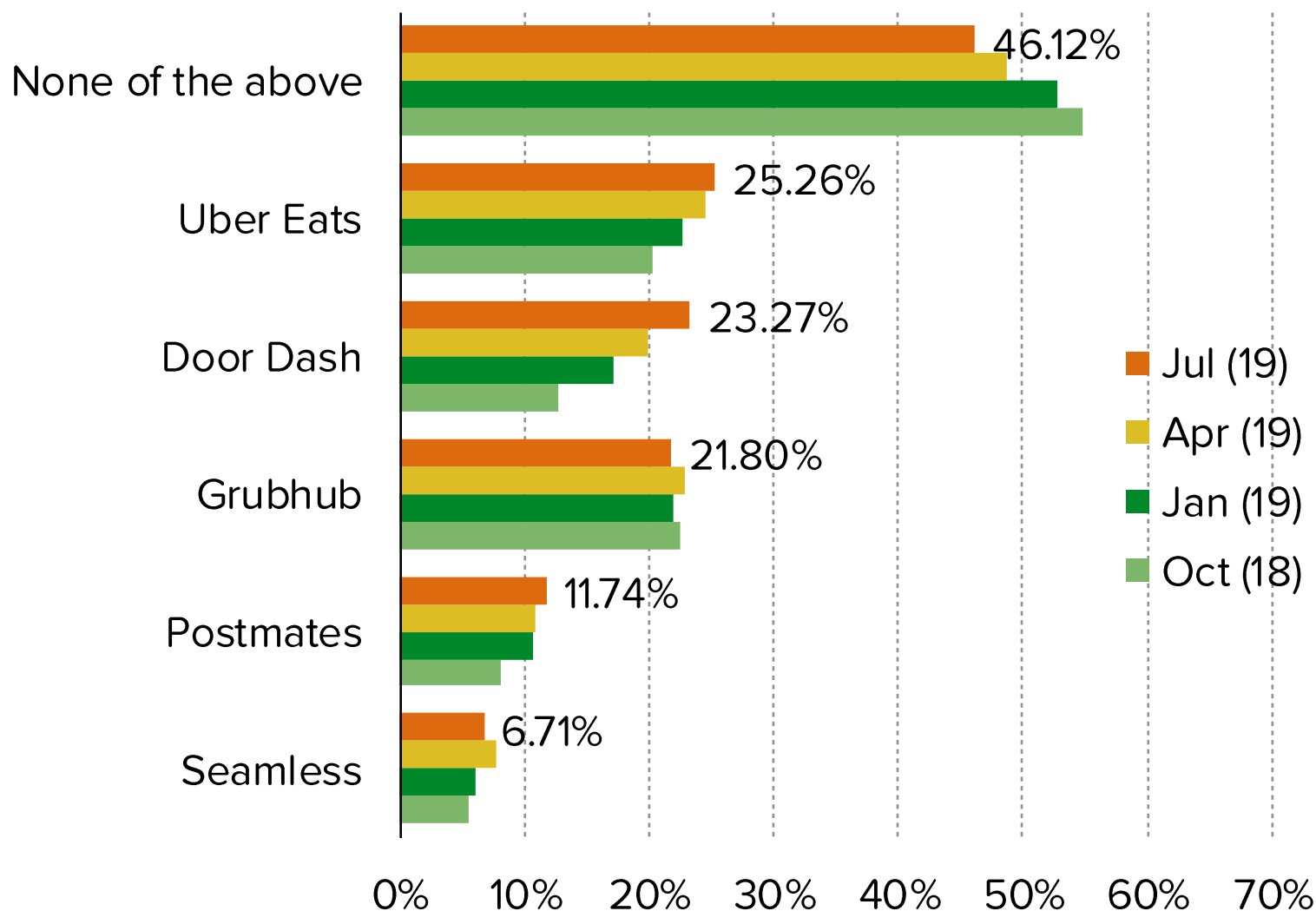
Posed to respondents who use food delivery apps.



## FOOD DELIVERY APPS

**DO YOU REGULARLY OR OCCASIONALLY USE ANY OF THE FOLLOWING PLATFORMS FOR ORDERING TAKEOUT FOOD DELIVERY?**

Posed to respondents who use food delivery apps.



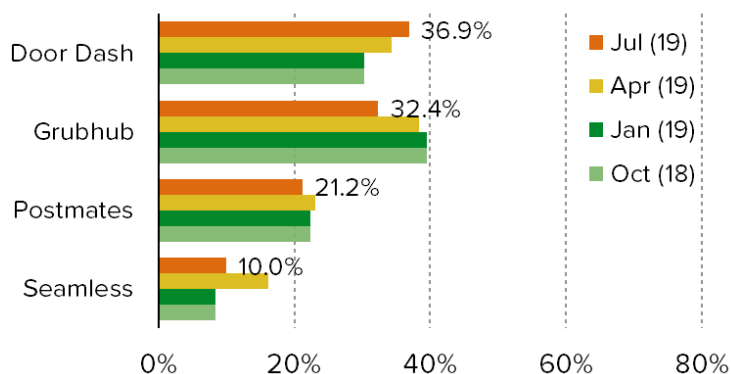
\*NOTE: For the remaining questions we piped in respondents from this question who answered that they regularly or occasionally use each of the above platforms.

FOOD DELIVERY APPS

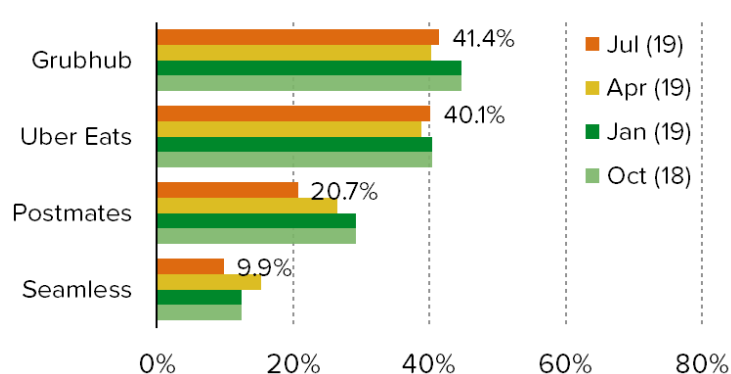
**CROSS-OVER: REGULARLY OR OCCASIONALLY USES EACH OF THE FOLLOWING, WHAT OTHER PLATFORMS DO THEY ALSO USE REGULARLY OR OCCASIONALLY?**

Posed to respondents who use food delivery apps.

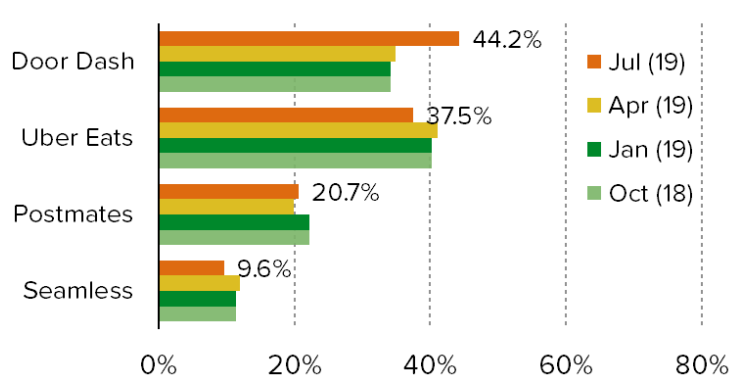
Uber Eats Users Also Use



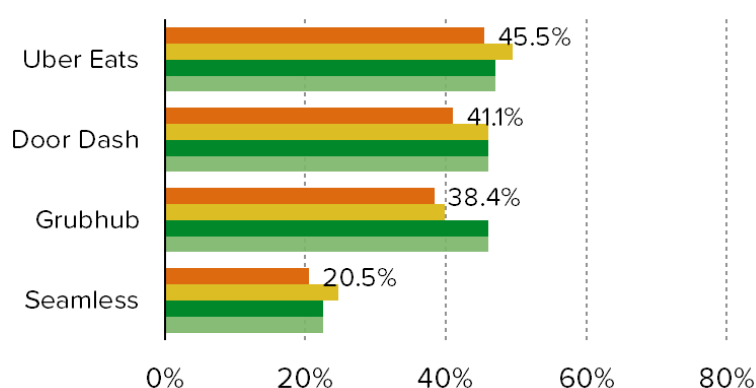
Door Dash Users Also Use



Grubhub Users Also Use



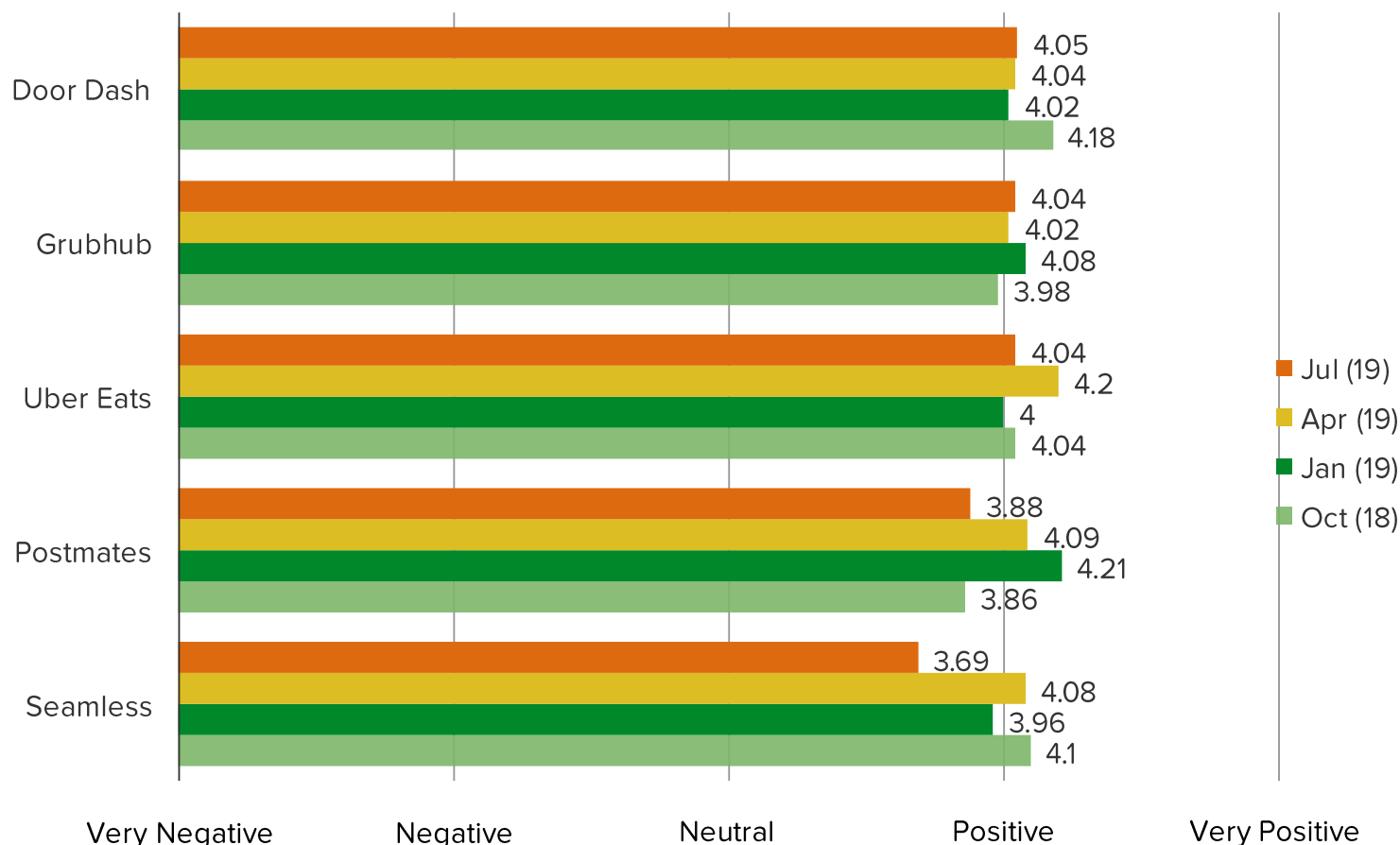
Postmates Users Also Use



## FOOD DELIVERY APPS

## WHAT IS YOUR OPINION OF THE PLATFORM?

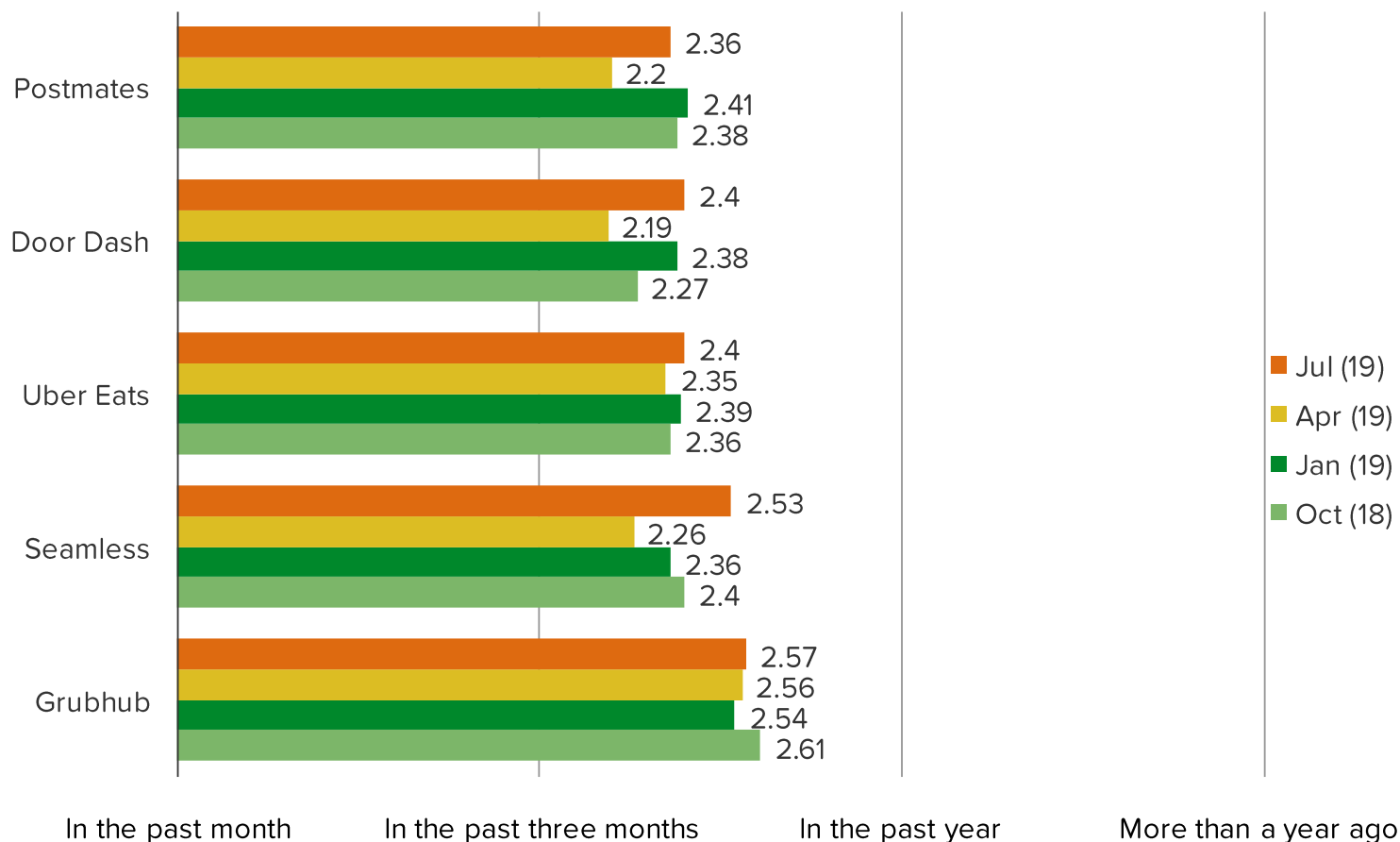
Posed to respondents who regularly or occasionally use each of the following apps.



## FOOD DELIVERY APPS

## WHEN DID YOU FIRST START USING THIS PLATFORM?

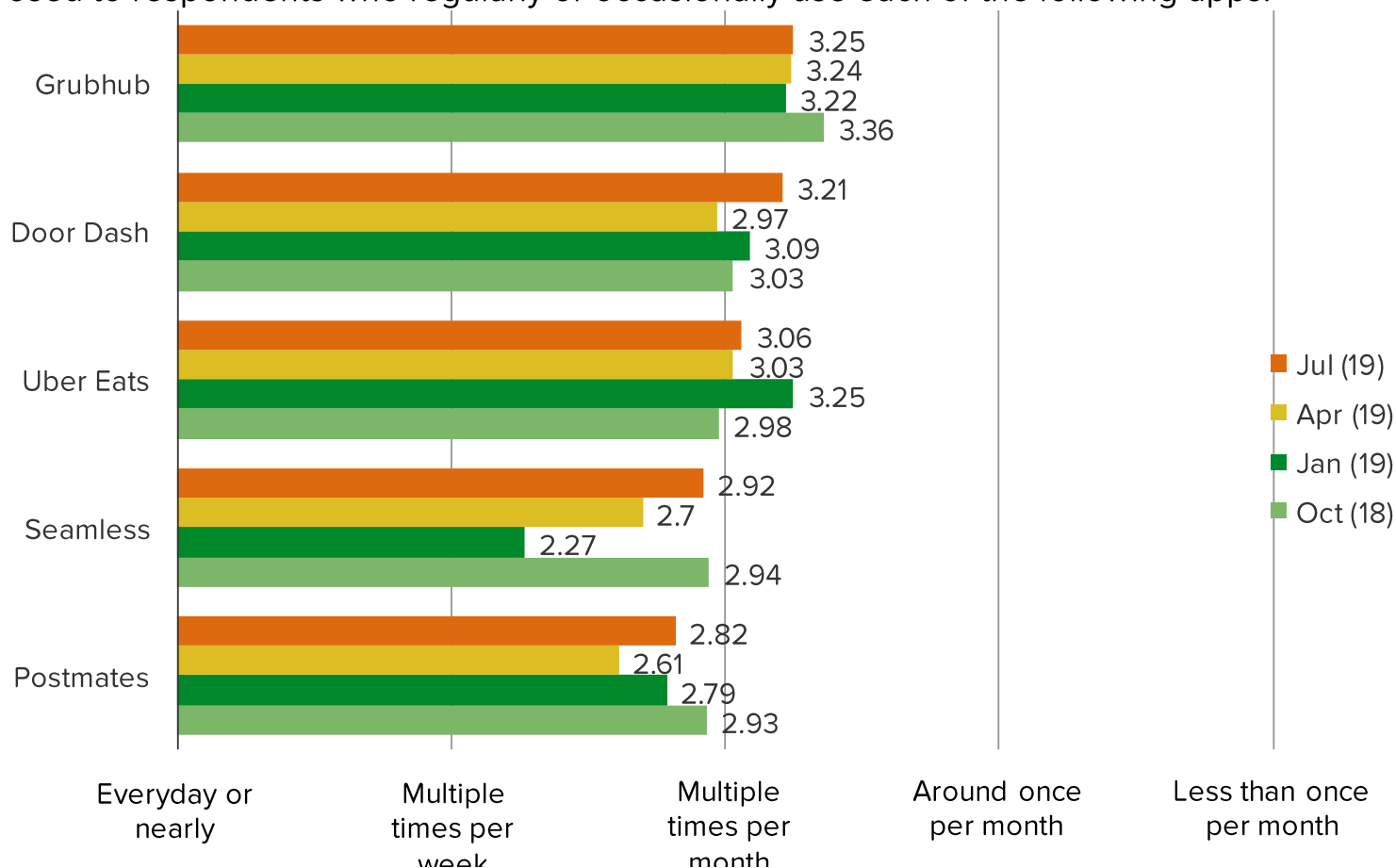
Posed to respondents who regularly or occasionally use each of the following apps.



## FOOD DELIVERY APPS

## HOW OFTEN DO YOU ORDER FOOD THROUGH THIS PLATFORM?

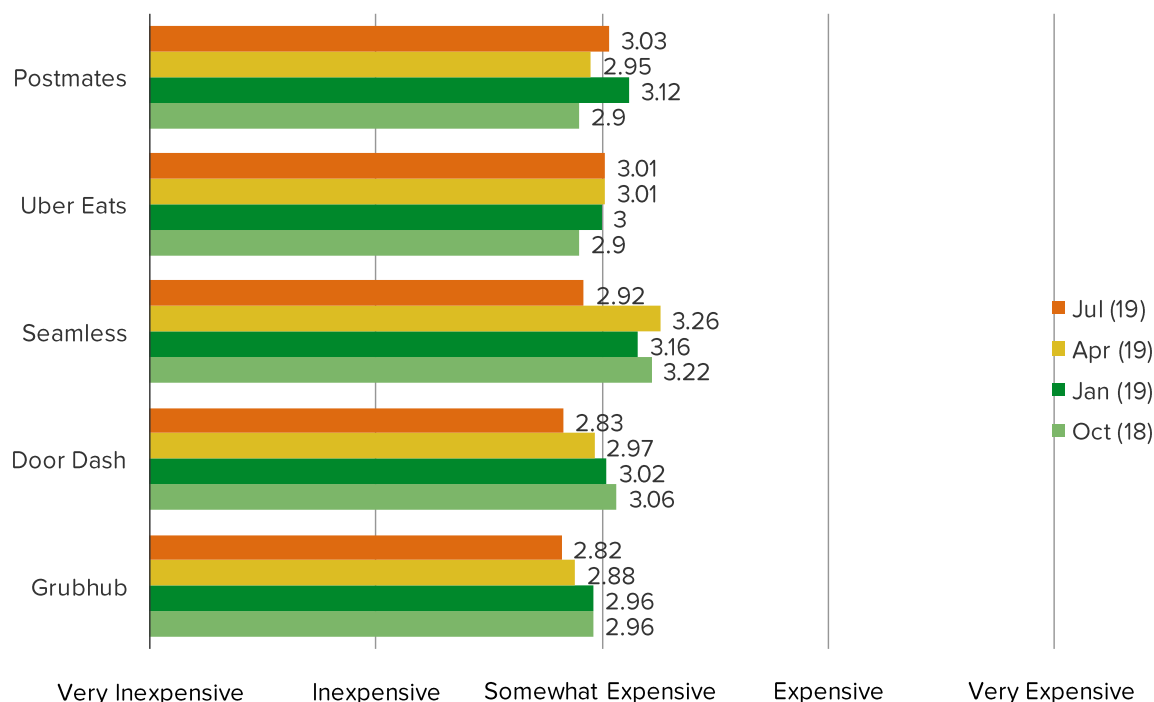
Posed to respondents who regularly or occasionally use each of the following apps.



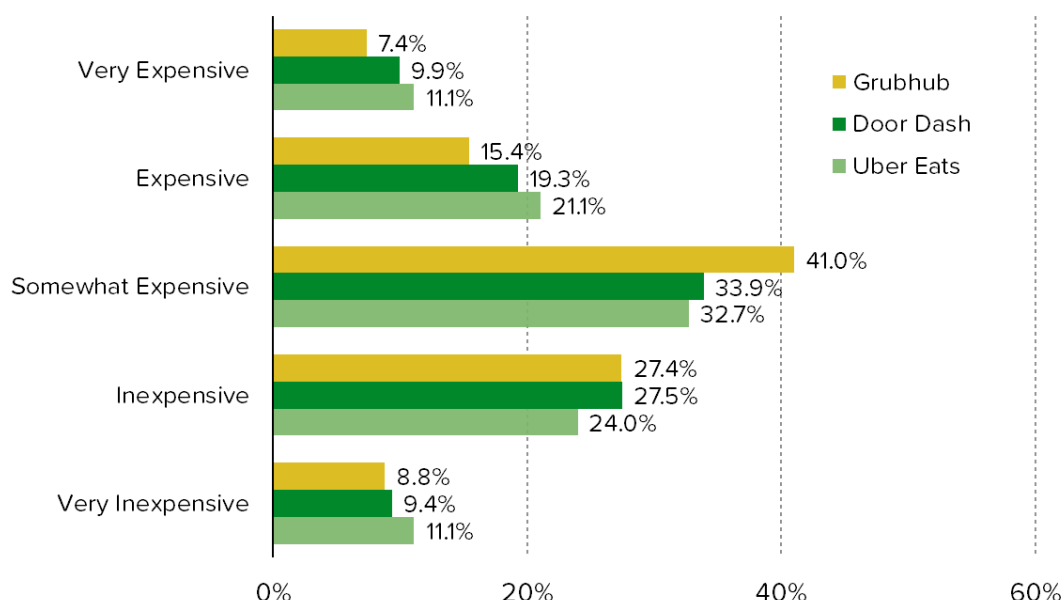
FOOD DELIVERY APPS

**PLEASE RATE THE FOLLOWING WHEN IT COMES TO THE PRICE IT COSTS FOR DELIVERY (DELIVERY CHARGES PLUS ANY TIPS YOU DECIDE TO ADD)**

Posed to respondents who regularly or occasionally use each of the following apps.



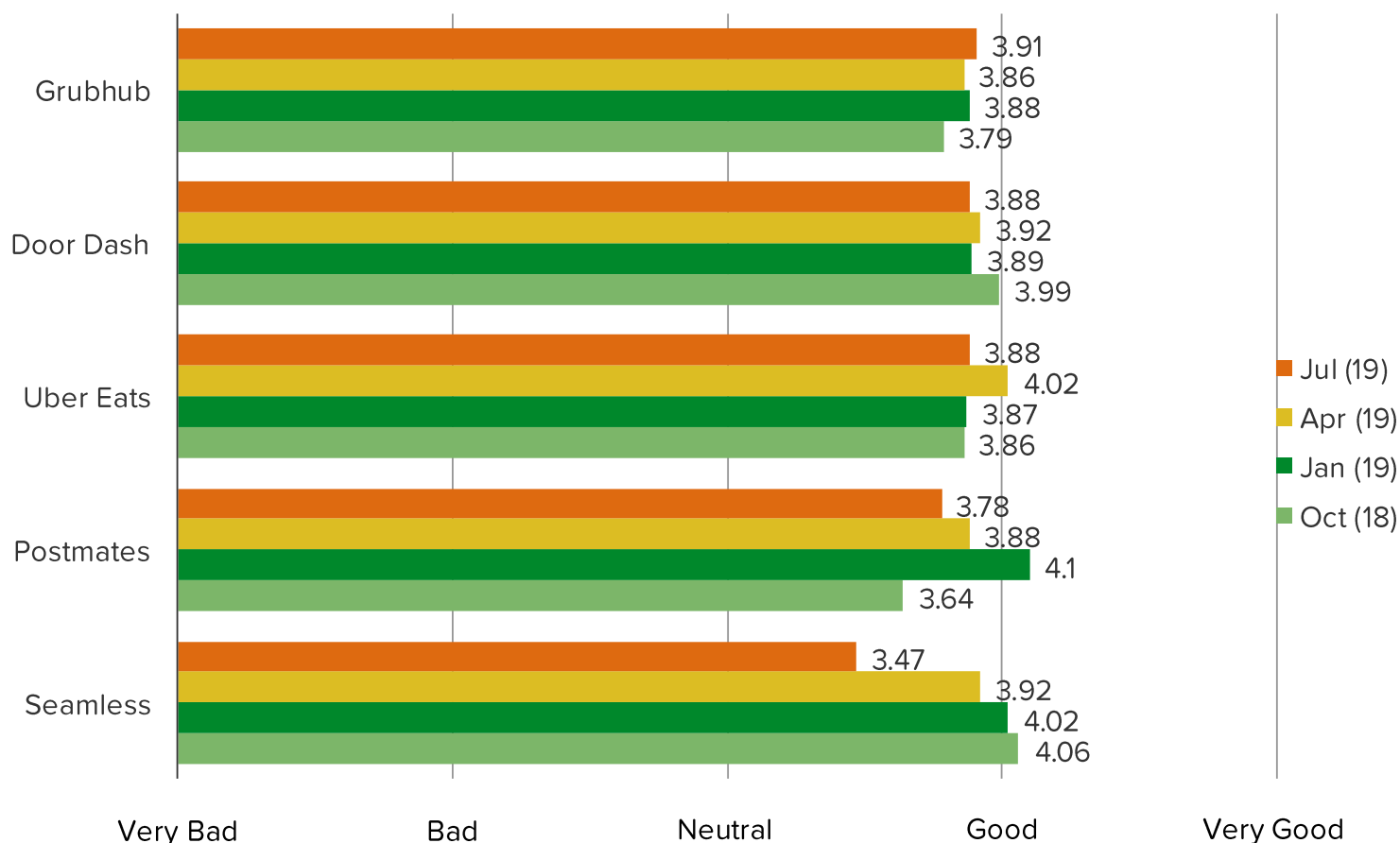
**Focusing on those who use Grubhub regularly or occasionally AND also use Uber Eats and Door Dash regularly or occasionally.**



## FOOD DELIVERY APPS

**PLEASE RATE THE FOLLOWING WHEN IT COMES TO SPEED AND ACCURACY OF SERVICE.**

Posed to respondents who regularly or occasionally use each of the following apps.

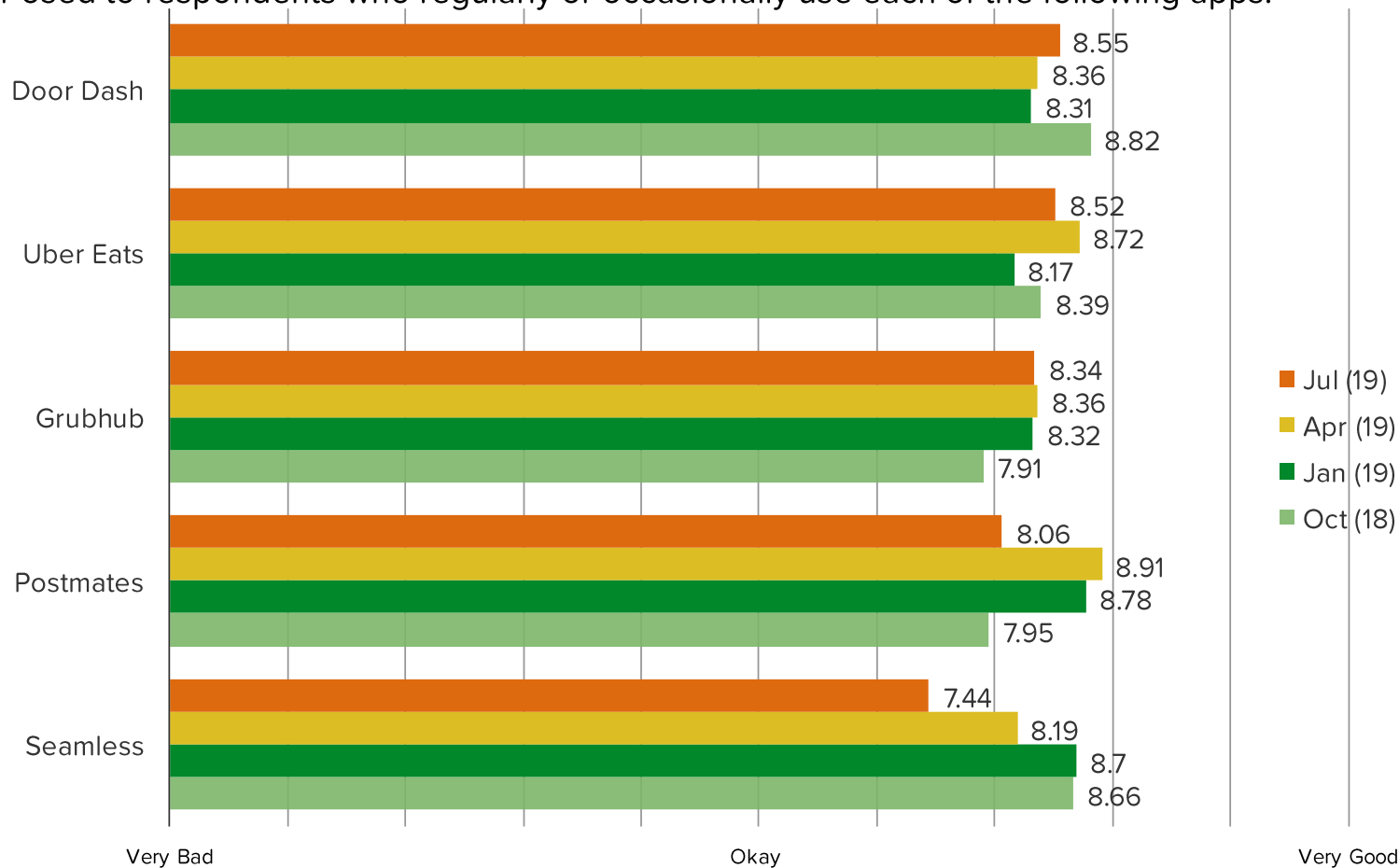




## FOOD DELIVERY APPS

**PLEASE RATE THE FOLLOWING WHEN IT COMES TO HOW MUCH YOU LIKE THE LIST OF AVAILABLE RESTAURANTS FOR DELIVERY.**

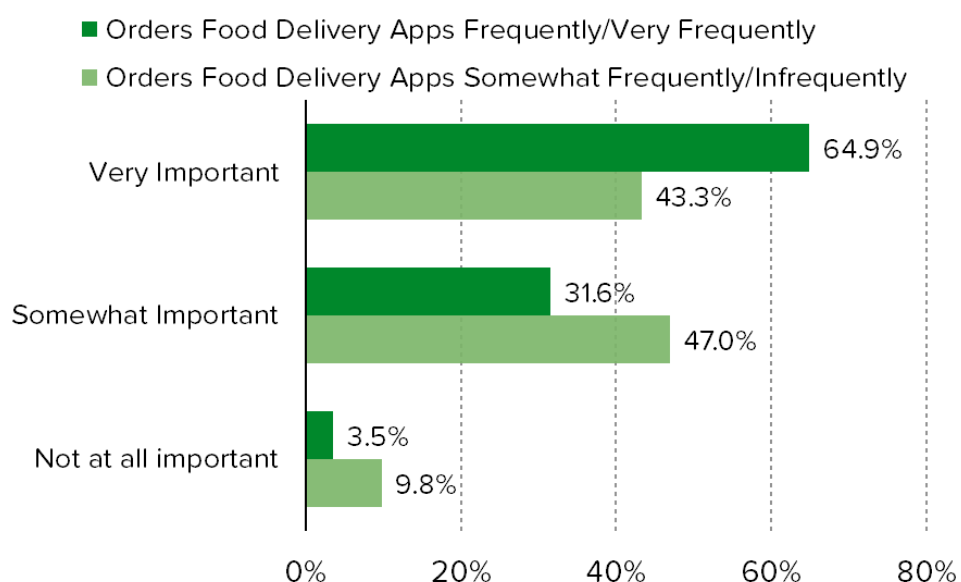
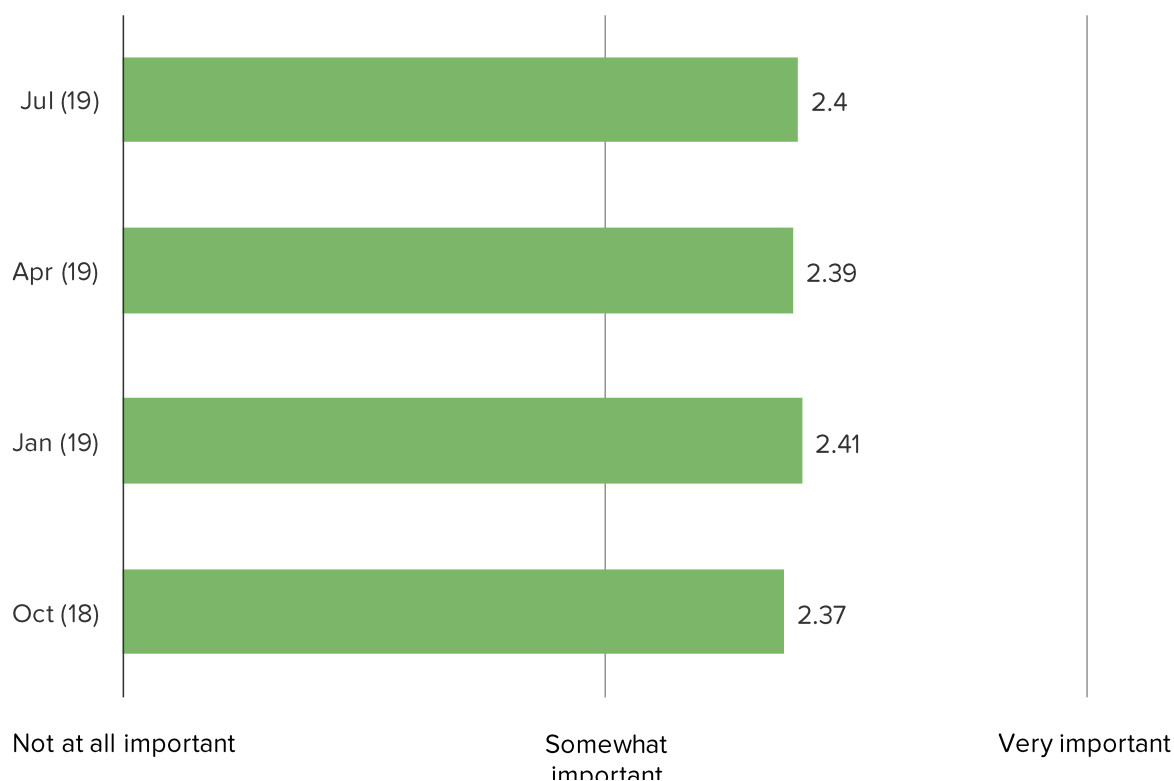
Posed to respondents who regularly or occasionally use each of the following apps.



FOOD DELIVERY APPS

**WHEN USING FOOD DELIVERY APPS, HOW IMPORTANT DO YOU THINK IT IS TO BE ABLE TO TRACK THE DRIVER ON A MAP ONCE THEY PICK UP YOUR FOOD?**

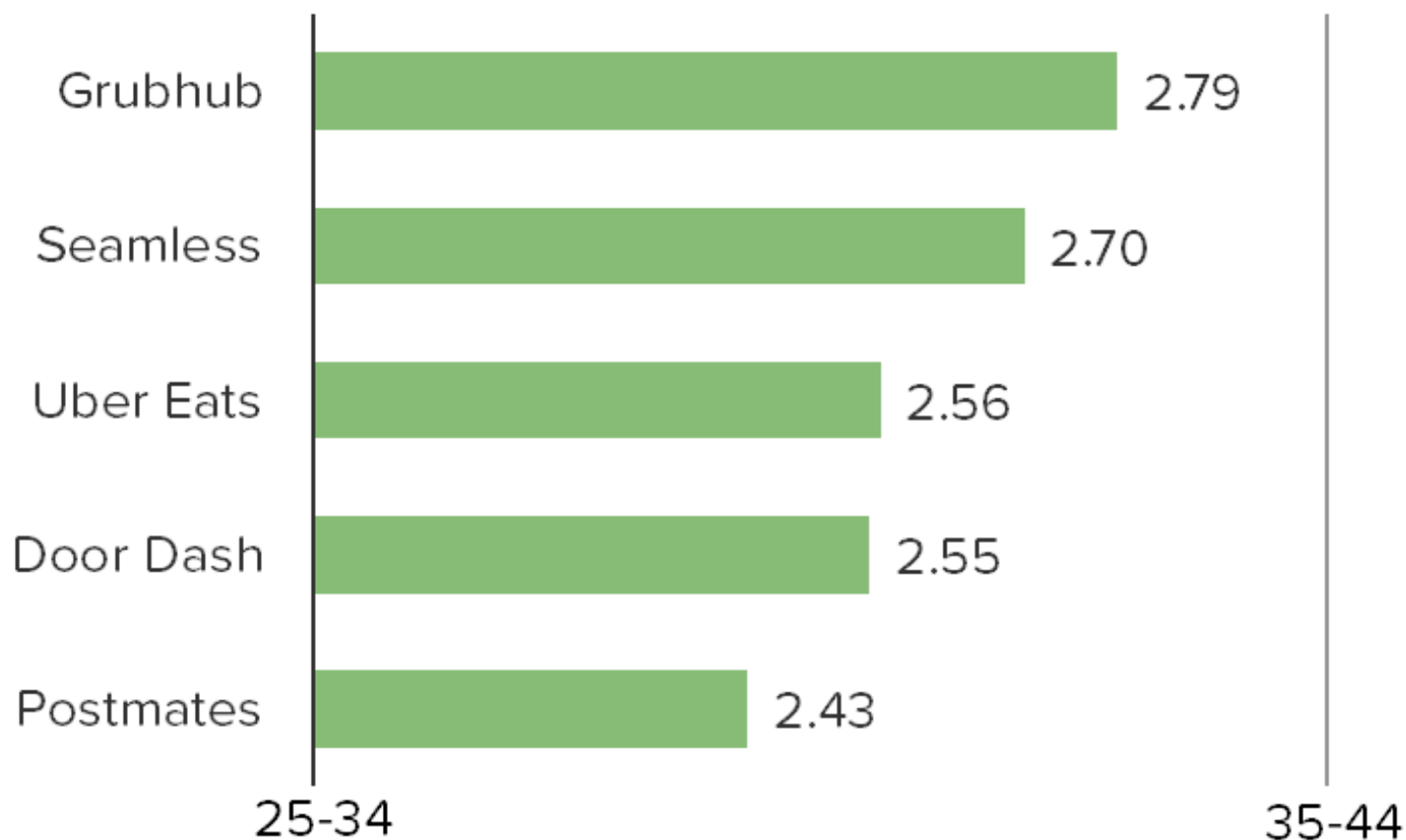
Posed to respondents who use food deliver apps.



## FOOD DELIVERY APPS

**AVERAGE AGE OF THOSE WHO REGULARLY OR OCCASIONALLY USE EACH PLATFORM**

Posed to respondents who regularly or occasionally use each of the following apps.



## FOOD DELIVERY APPS

## FAVORITE FOOD DELIVERY APP

Posed to respondents who regularly or occasionally use each of the following apps.

## Uber Eats Users



## Door Dash Users



## Grubhub Users



## Postmates Users

