



CHECK BREAKDOWN:

INDUSTRY TRENDS

SENTIMENT – POSITIVE FOR ALL APPS

Sentiment toward food delivery and ride sharing apps in our survey remain strong and in-line to better with feedback last quarter. Uber Eats sentiment remains a bit stronger than Uber ride sharing sentiment.

CONVENIENCE

Ride sharing users continue to see Uber and Lyft as more convenient than alternative means of travelling.

COVID AND EXPECTED USAGE IN 2021

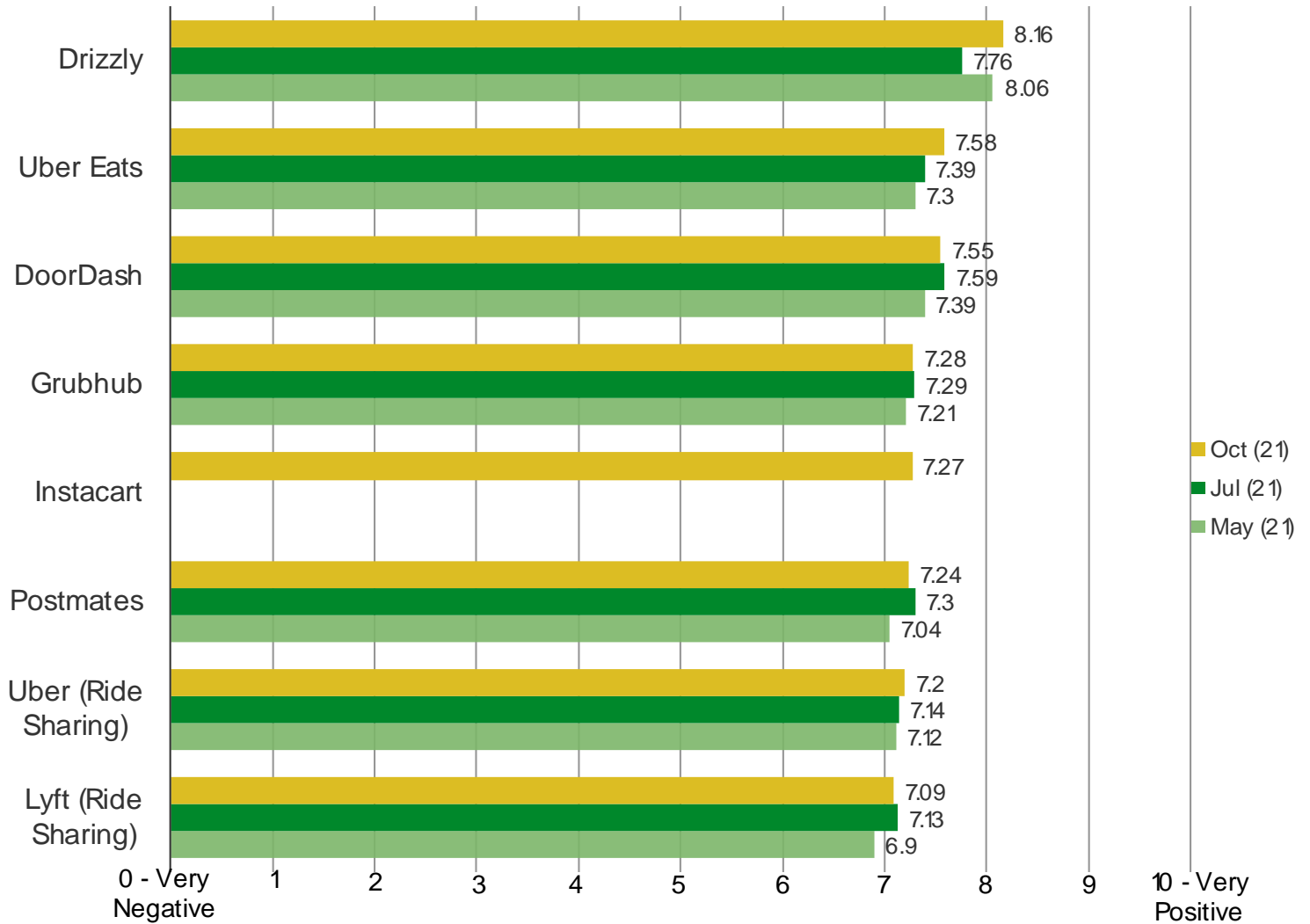
Covid impacts on ride sharing continue to retreat, albeit choppily.

Ride Sharing

SENTIMENT TRENDS/OPINION

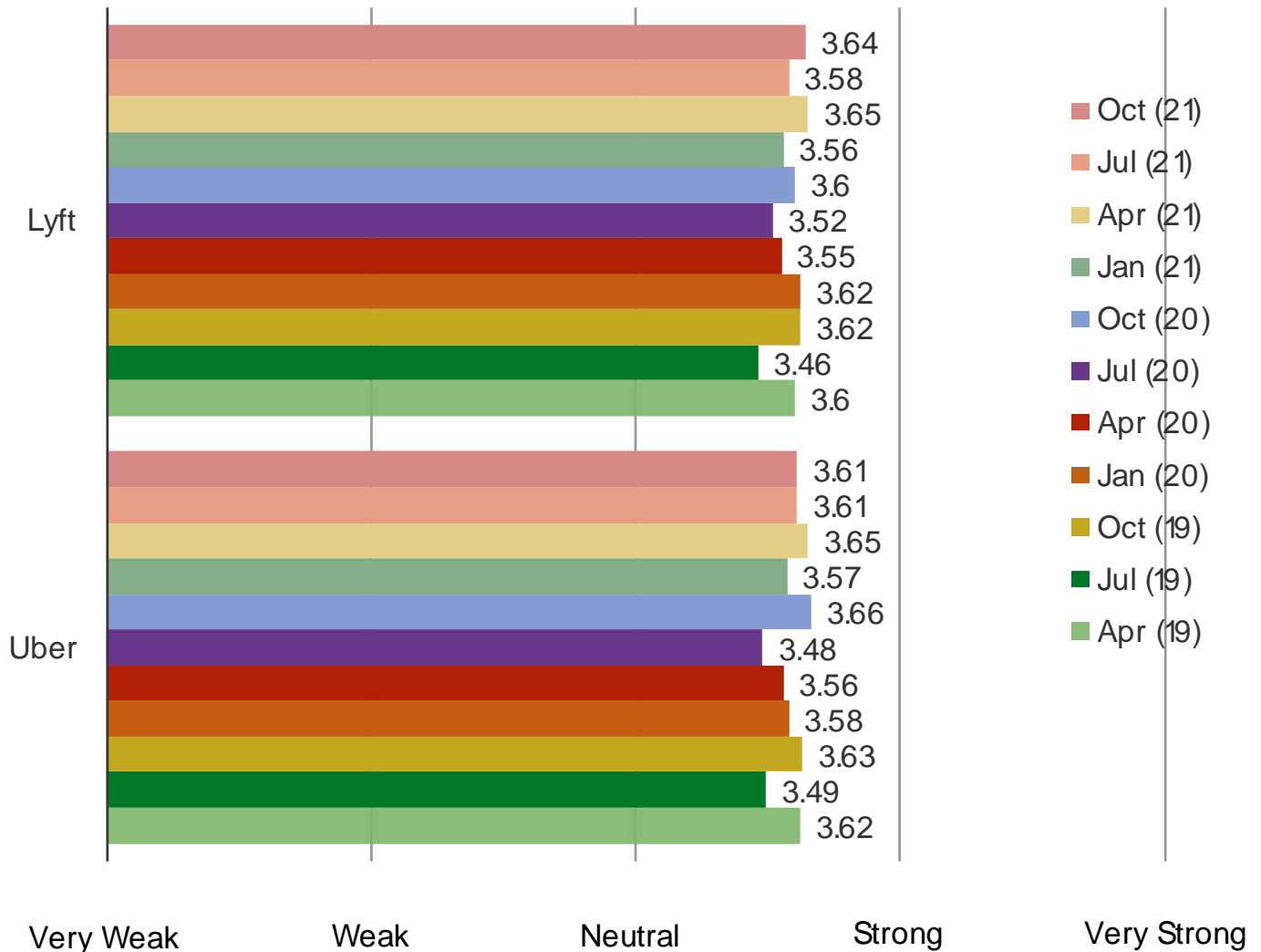
WHAT IS YOUR OPINION OF EACH OF THE FOLLOWING?

Posed to respondents who have used each of the following.



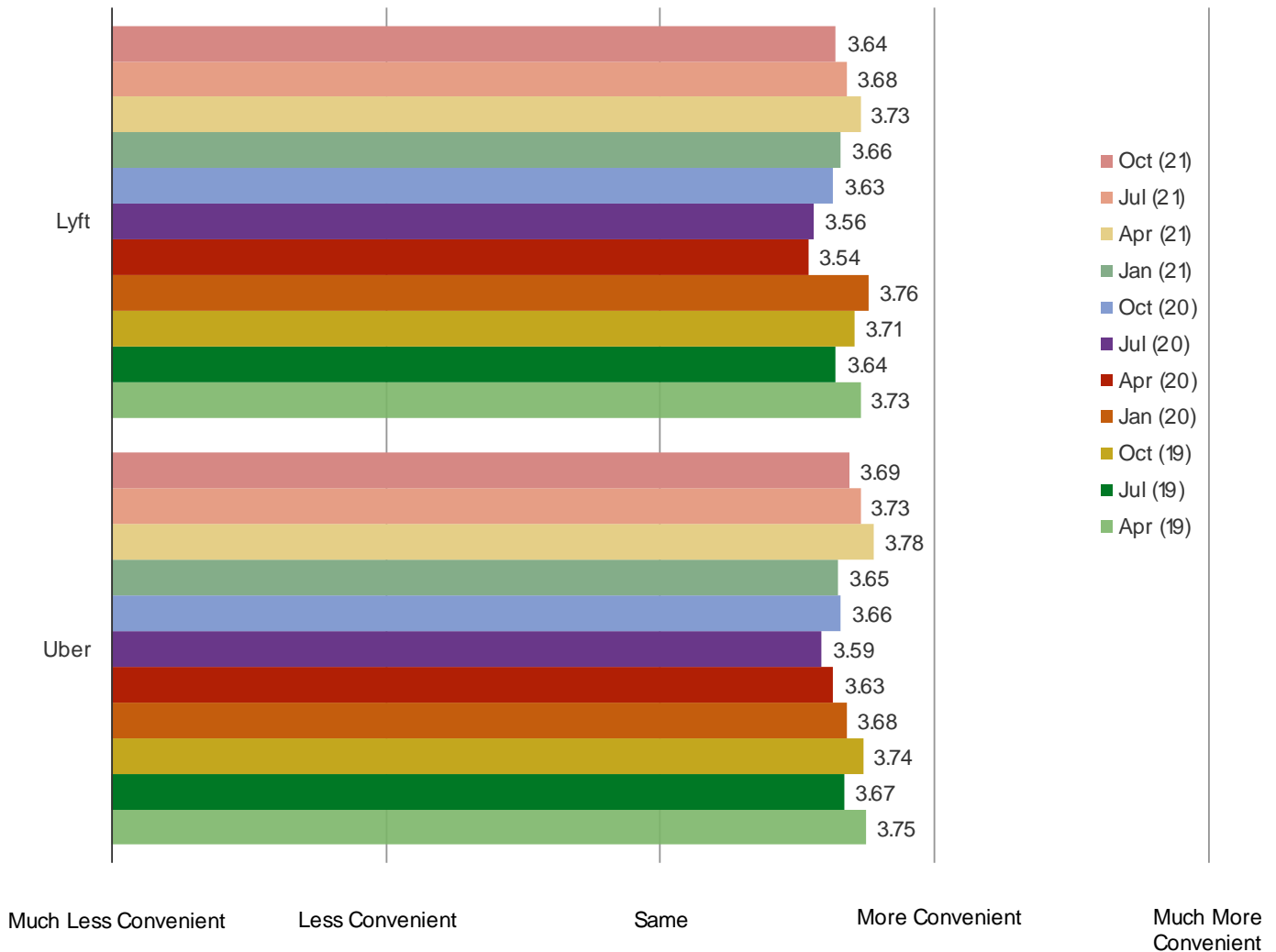
WHAT IS YOUR OPINION OF THE VALUE OF USING EACH OF THESE SERVICES?

Posed to respondents who use each of the following more often than never.



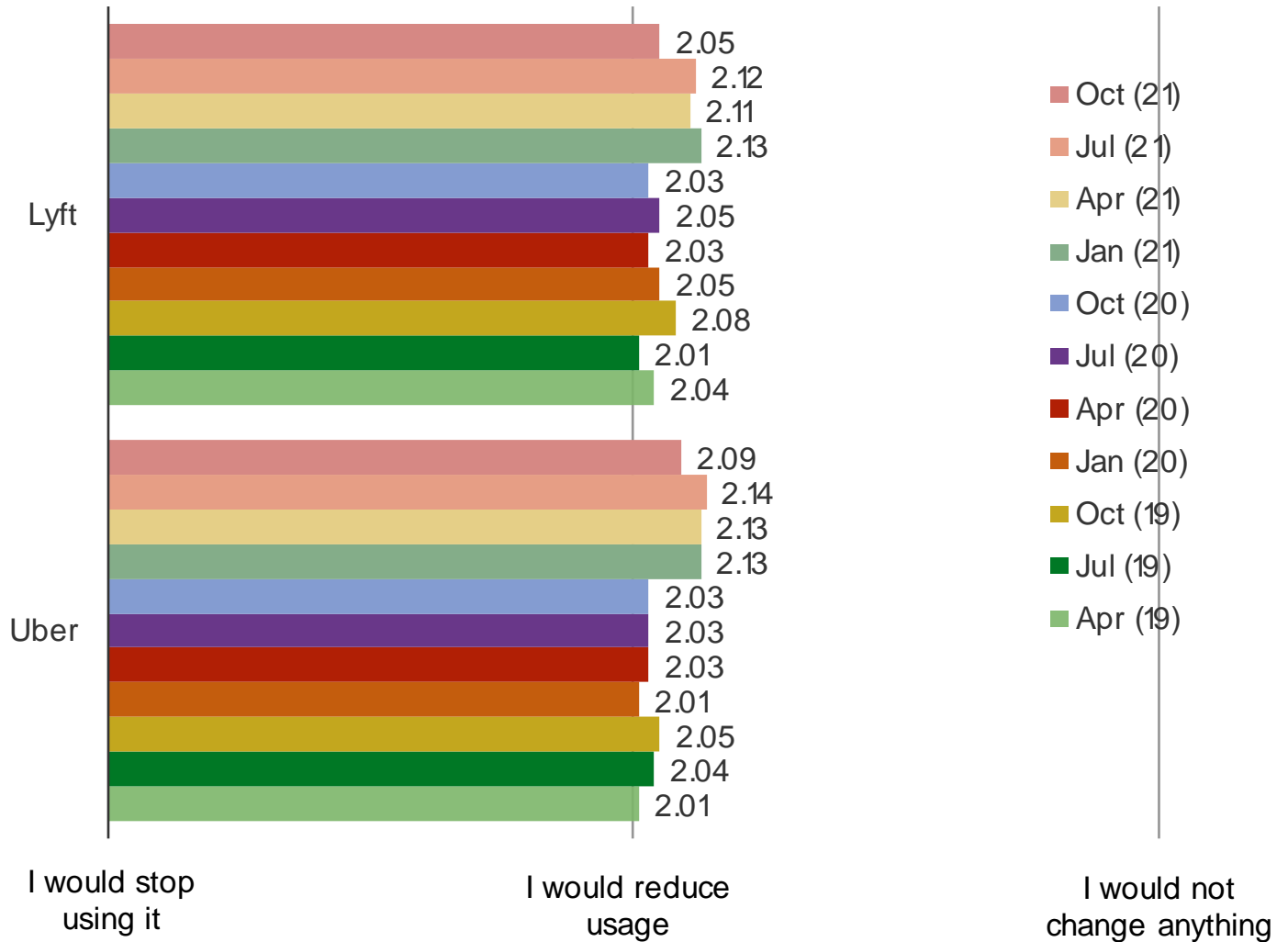
WHAT IS YOUR OPINION OF THE CONVENIENCE OF USING THIS SERVICE COMPARED TO ALTERNATIVE MEANS YOU WOULD USE TO TRAVEL?

Posed to respondents who use each of the following more often than never.



WHAT WOULD YOU DO IF THEY INCREASED PRICES FOR RIDES BY 10-15%?

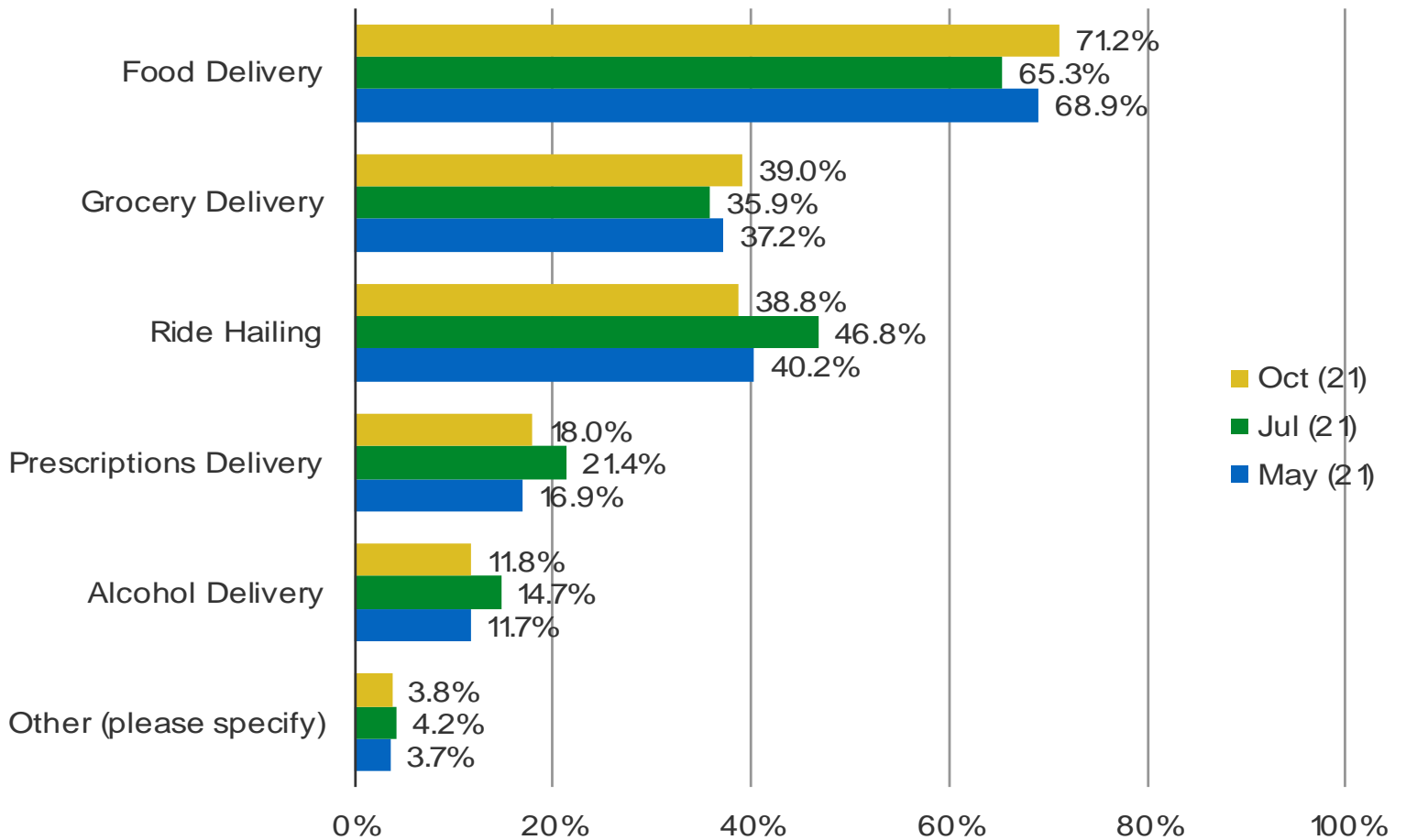
Posed to respondents who use each of the following more often than never.



UBER SPECIFIC DYNAMICS

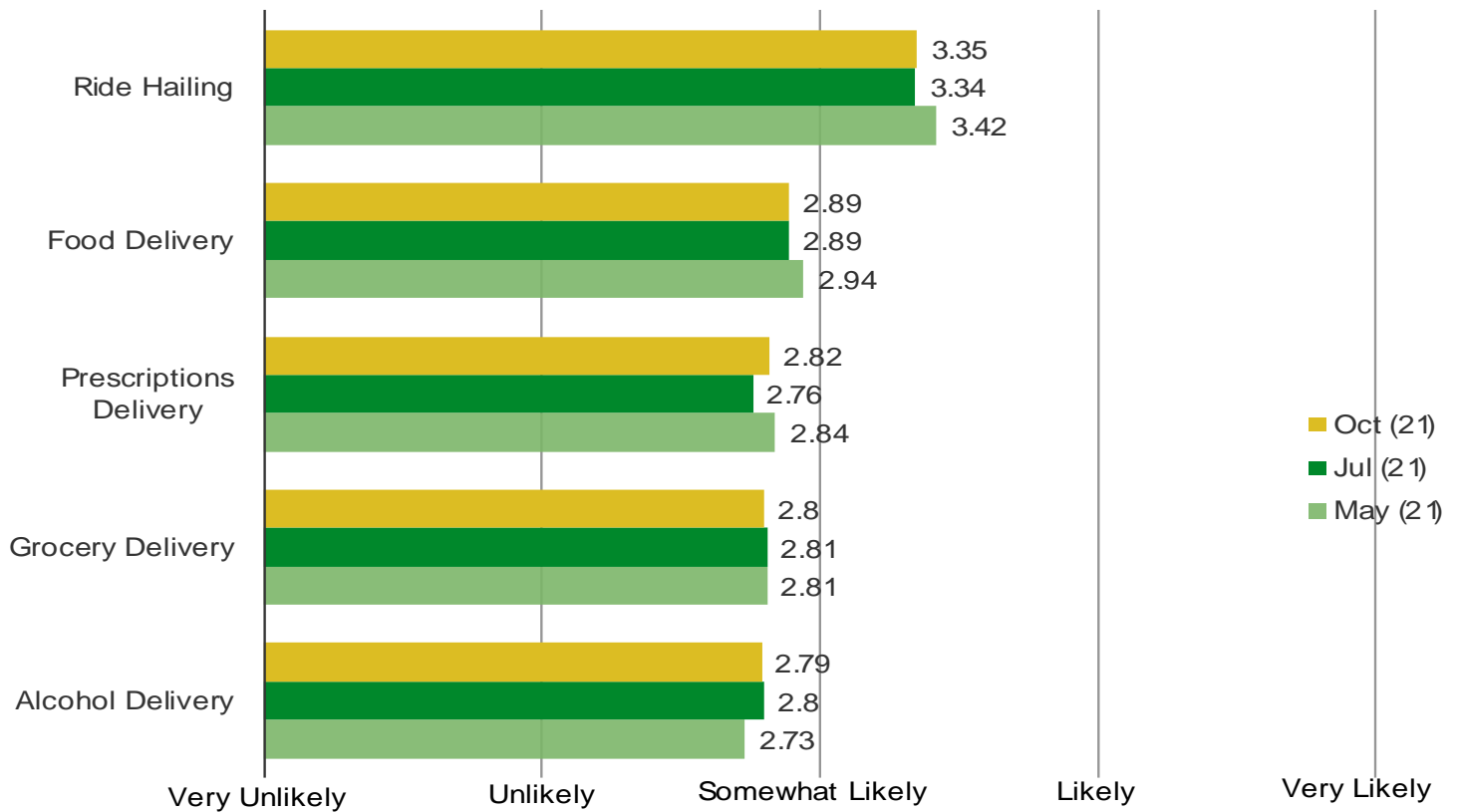
WHICH OF THE FOLLOWING DO YOU USE UBER / UBER EATS FOR?

Posed to respondents who have used Uber and/or Uber Eats.



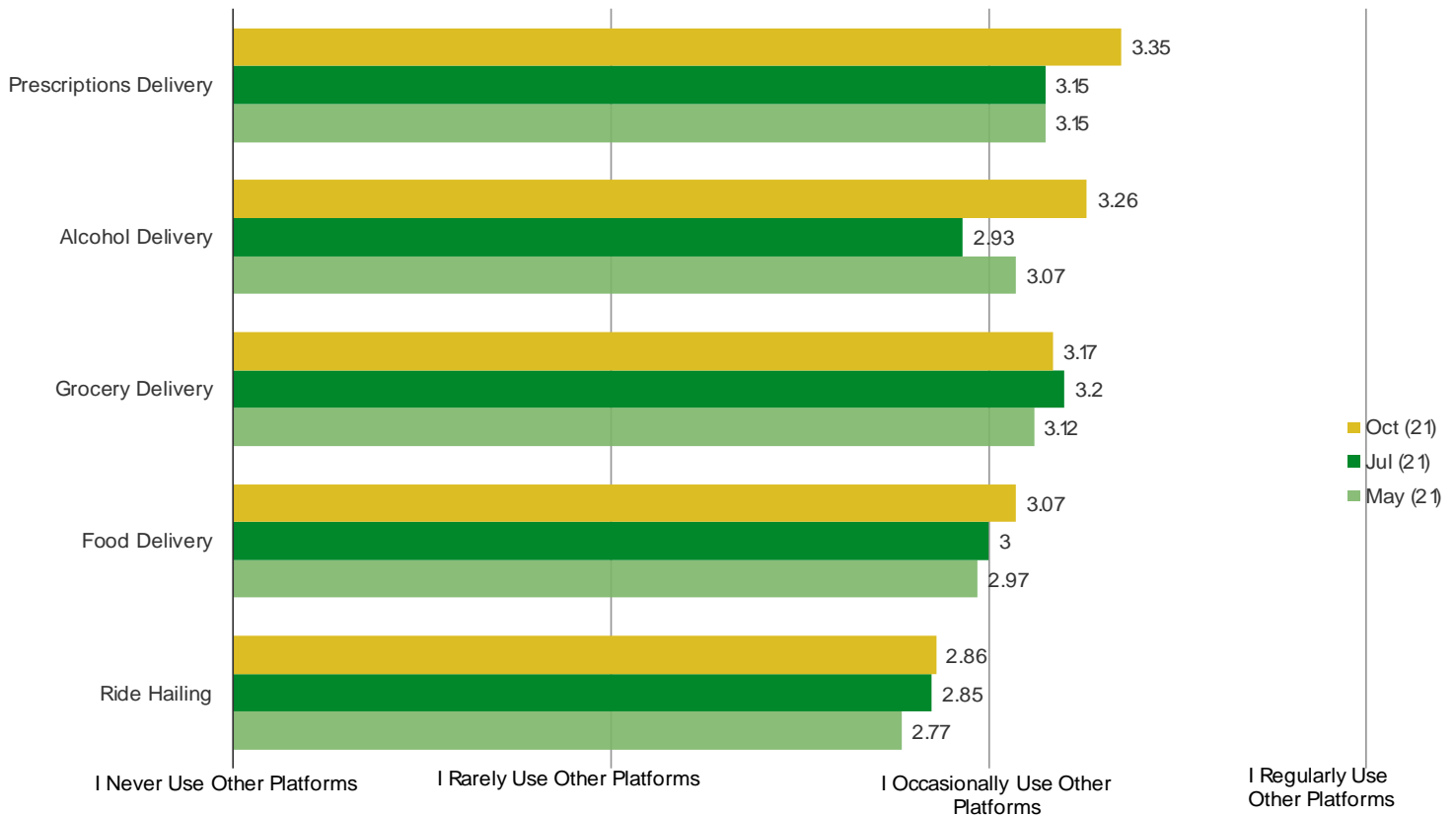
HOW LIKELY ARE YOU TO USE UBER / UBER EATS FOR THE FOLLOWING IN THE FUTURE?

Posed to respondents who have used Uber and/or Uber Eats BUT did not select that they currently use Uber / Uber Eats for the following.



HOW LOYAL ARE YOU TO UBER / UBER EATS FOR THE FOLLOWING?

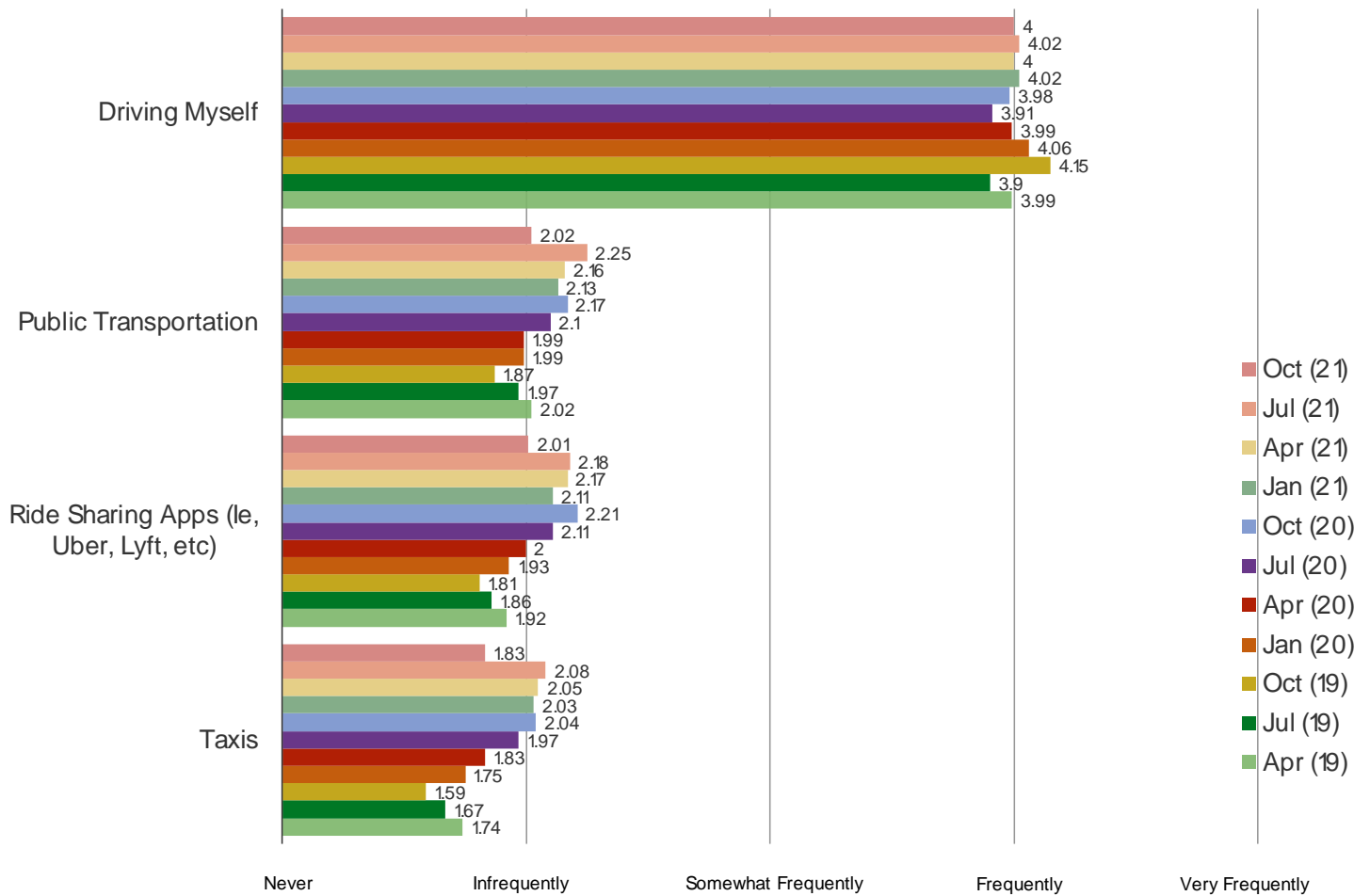
Posed to respondents who have used Uber and/or Uber Eats AND use the platform for each of the following.



ENGAGEMENT TRENDS

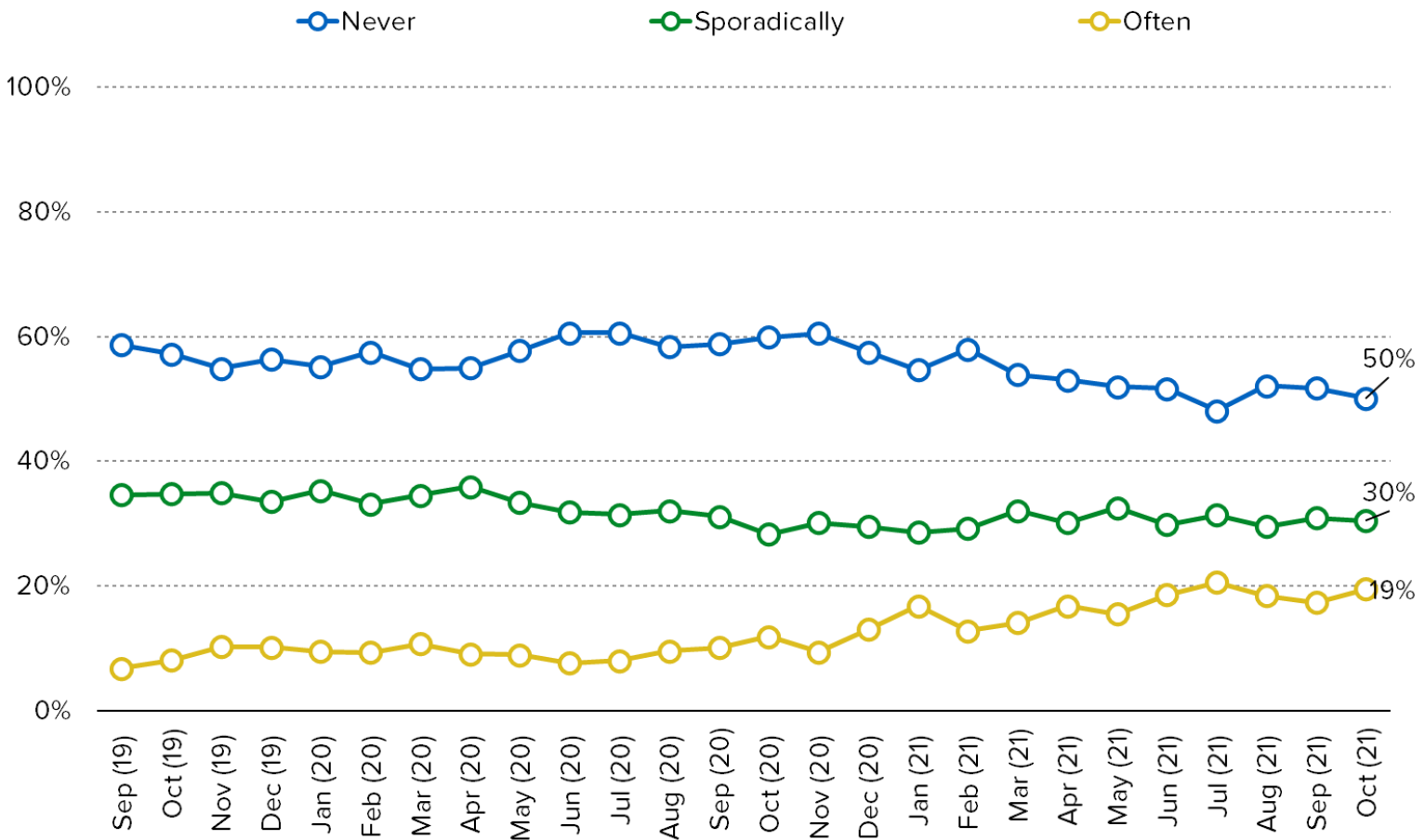
HOW OFTEN DO YOU USE THE FOLLOWING FORMS OF TRANSPORTATION?

Posed to all respondents.



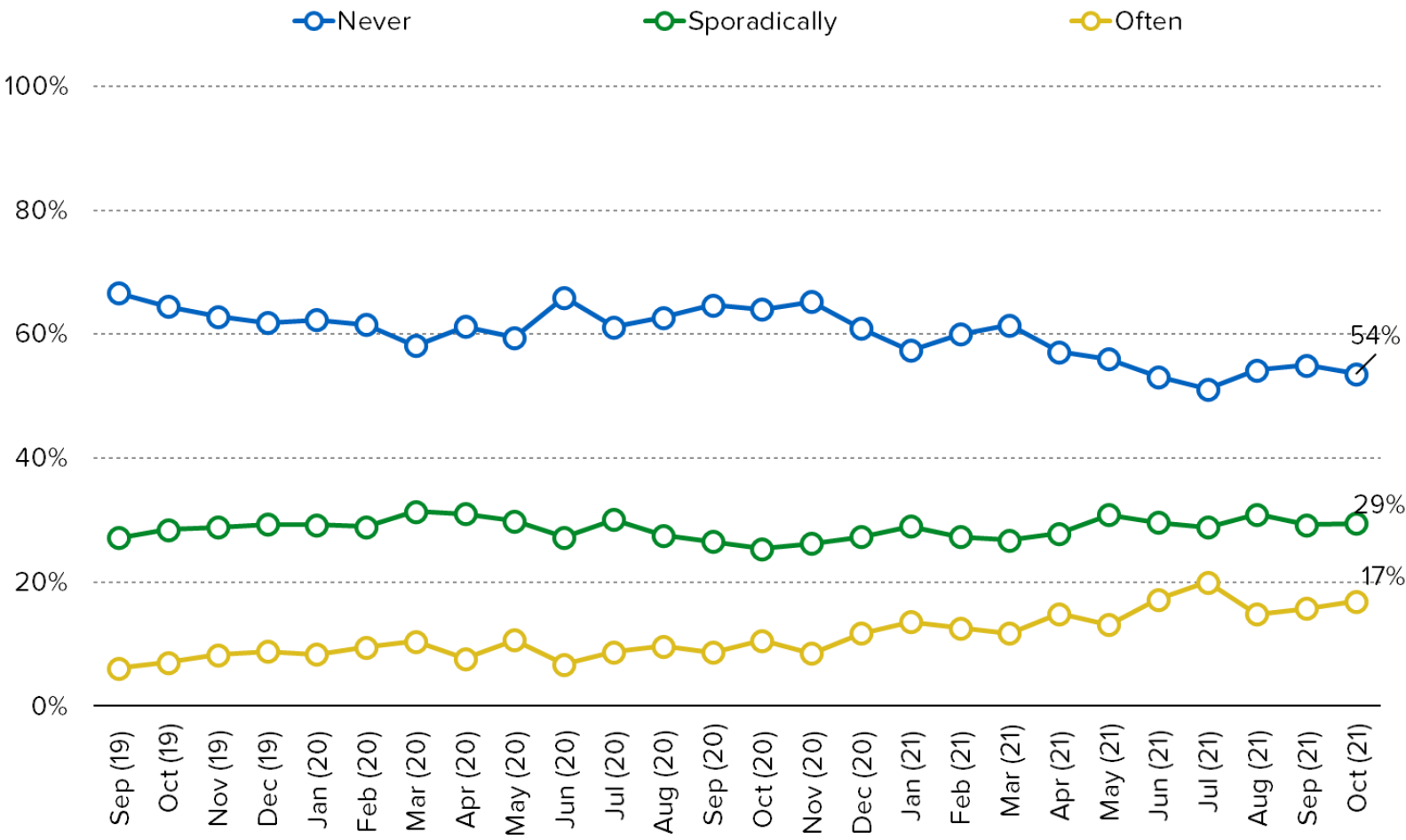
HOW OFTEN DO YOU USE UBER (RIDE SHARING)?

Posed to all respondents.



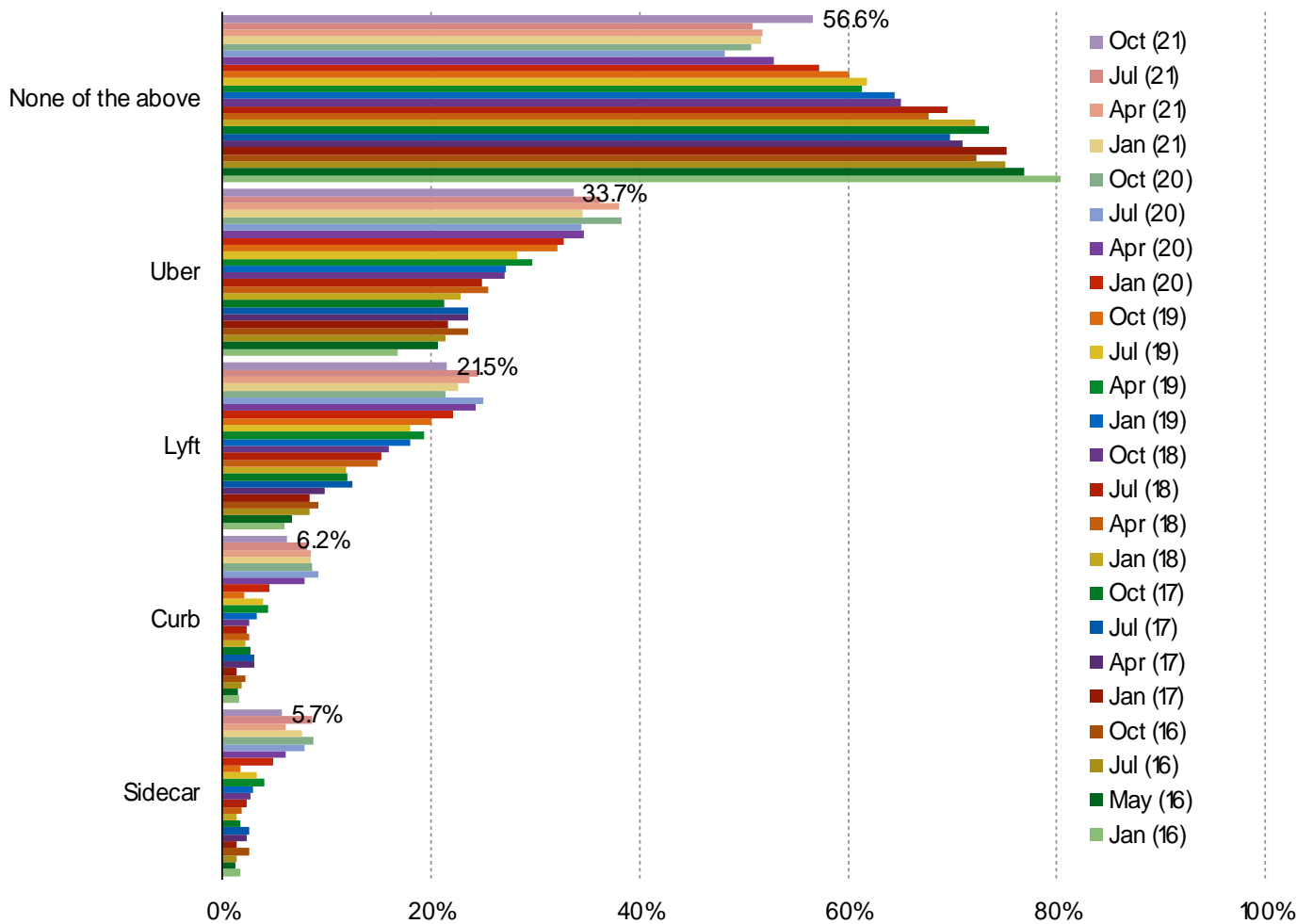
HOW OFTEN DO YOU USE LYFT (RIDE SHARING)?

Posed to all respondents.



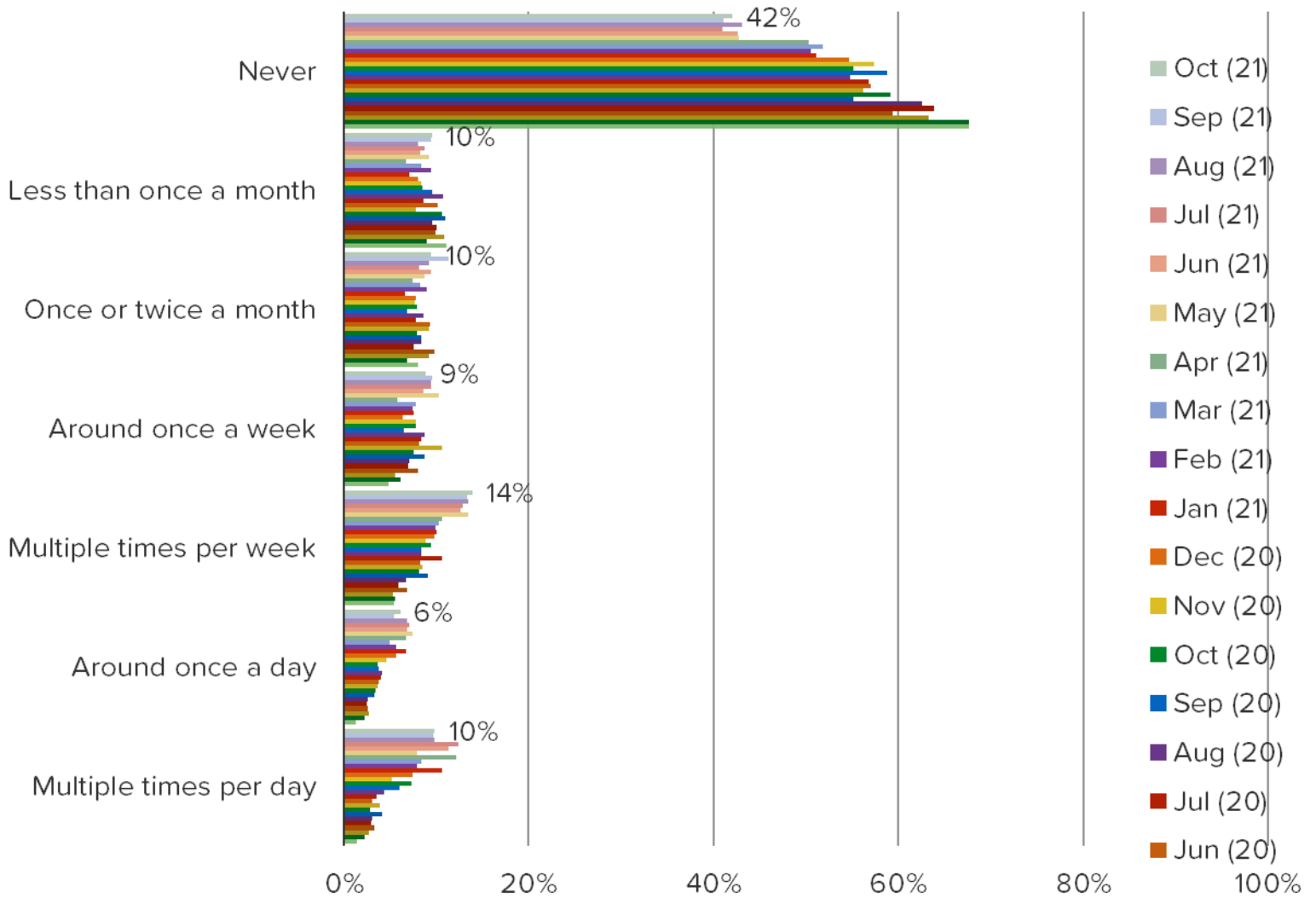
DO YOU HAVE ANY OF THE FOLLOWING APPS DOWNLOADED ON YOUR SMARTPHONE OR TABLET?

Posed to all respondents.



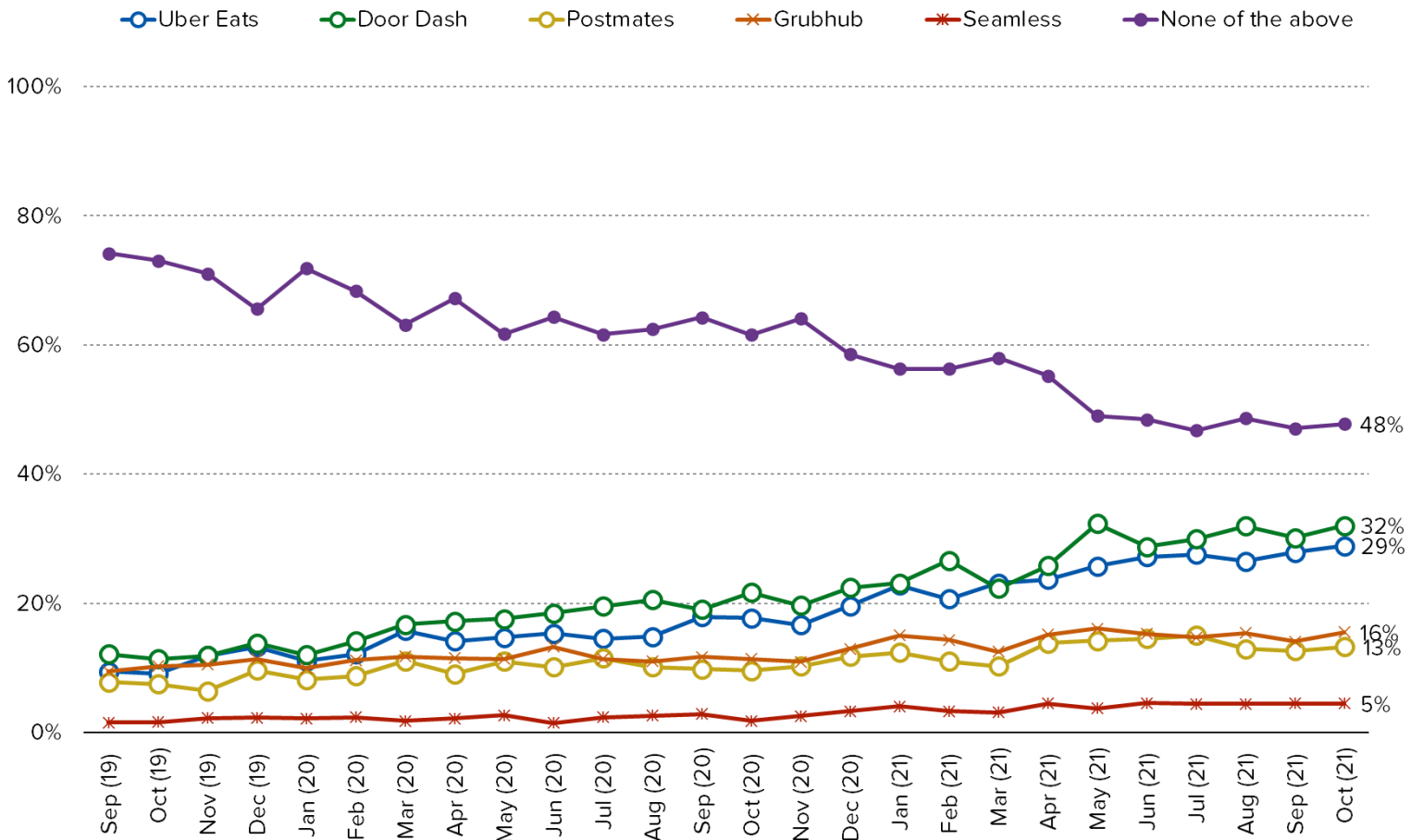
HOW OFTEN DO YOU USE FOOD DELIVERY APPS?

Posed to all respondents.



DO YOU REGULARLY OR OCCASIONALLY USE THE FOLLOWING FOOD DELIVERY SITES/APPS?

Posed to all respondents.

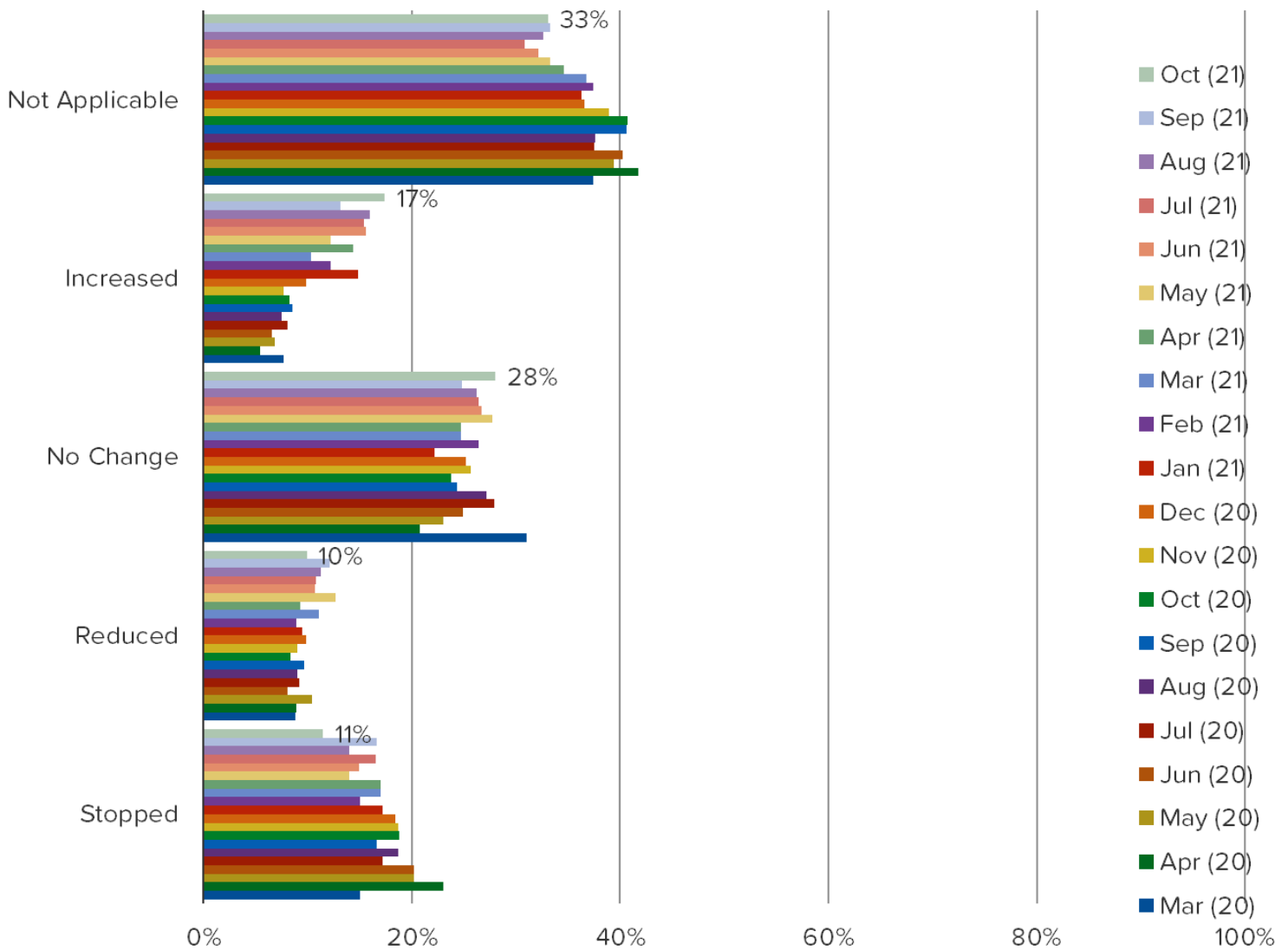


Ride Sharing

COVID COLOR

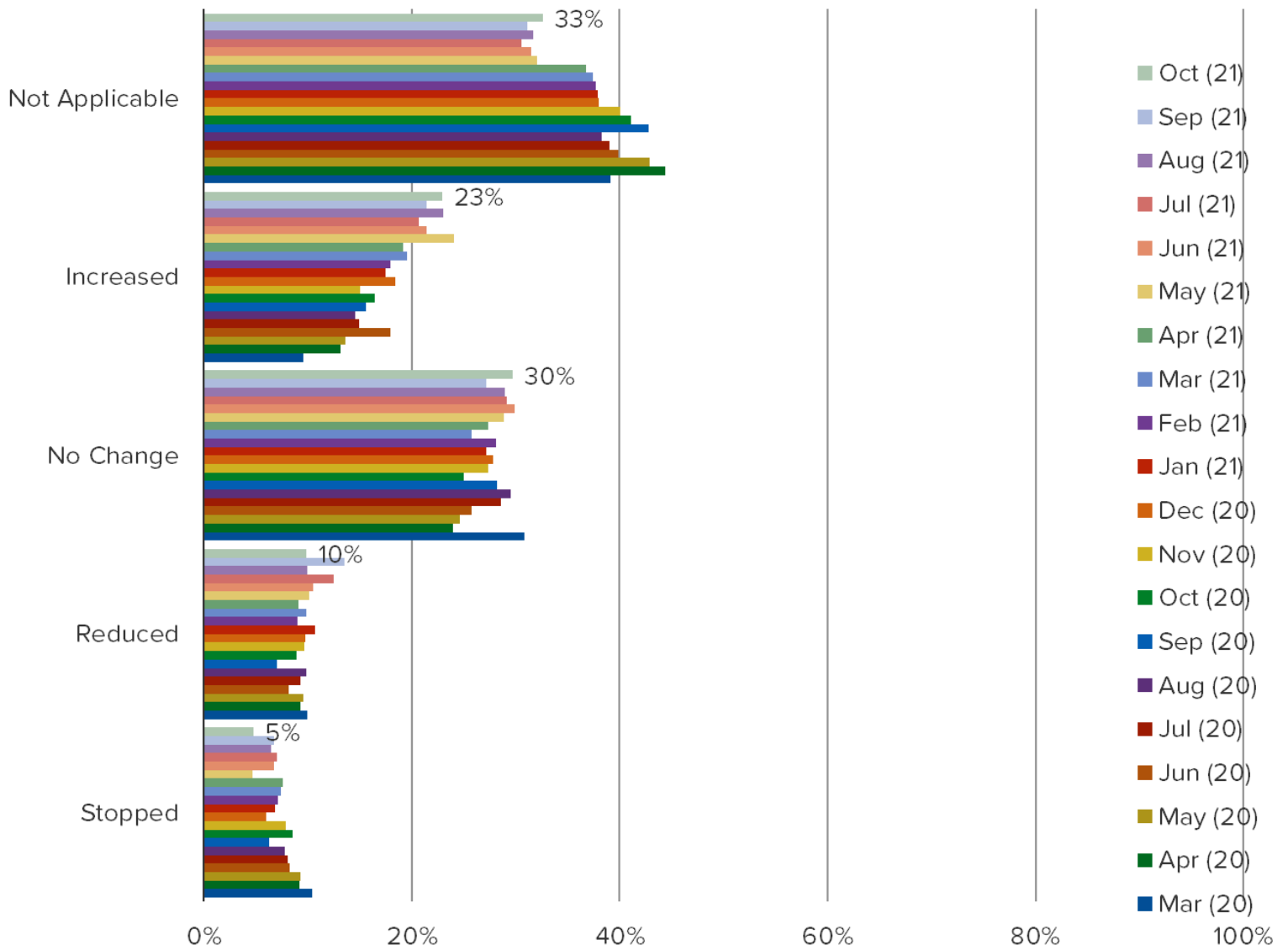
HAVE YOU CHANGED HOW OFTEN YOU USE RIDE SHARING (IE UBER/LYFT) APPS BECAUSE OF COVID?

Posed to all respondents.



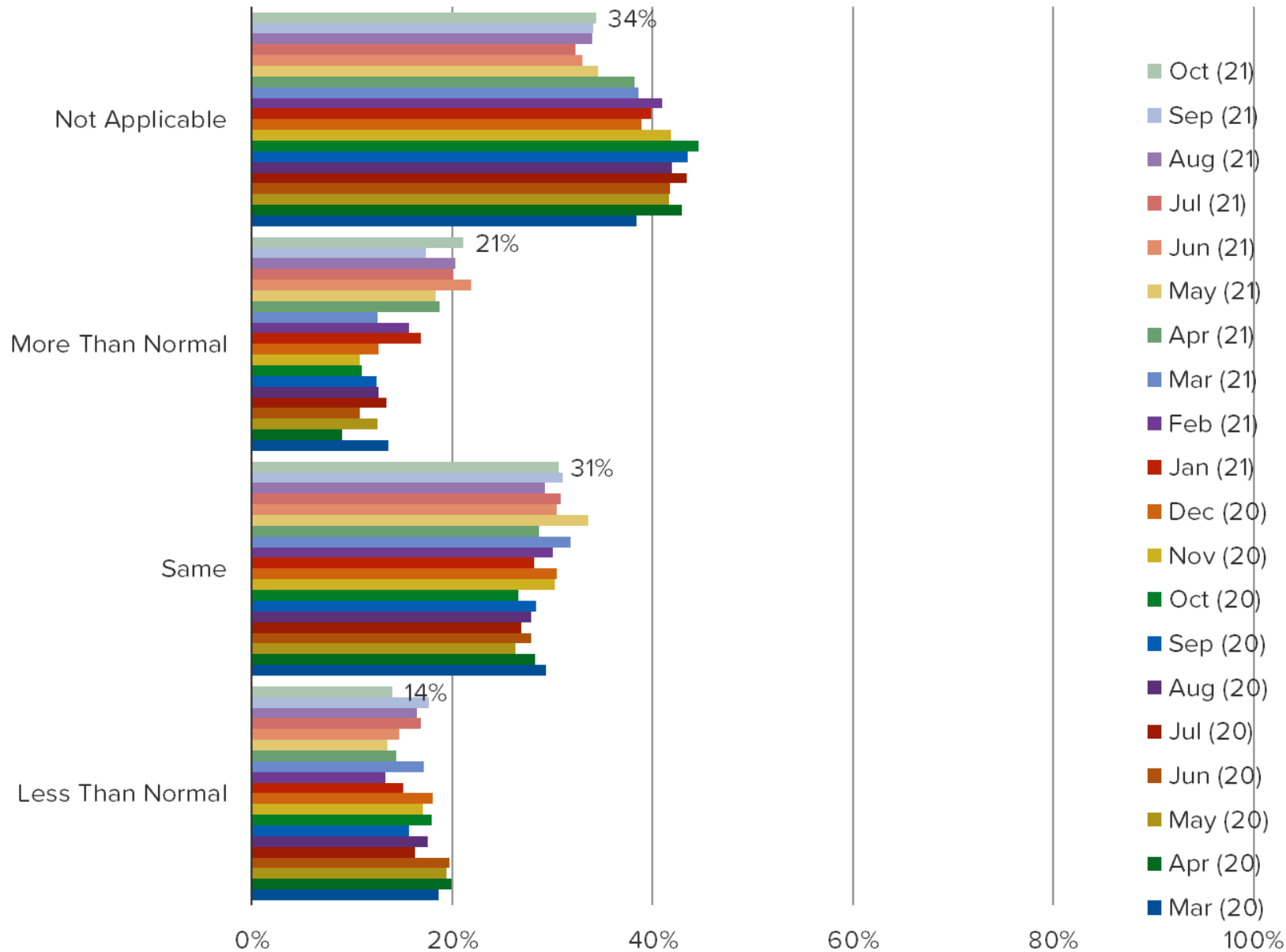
HAVE YOU CHANGED HOW OFTEN YOU USE FOOD DELIVERY APPS (IE UBER EATS, DOORDASH, GRUBHUB, ETC) BECAUSE OF COVID?

Posed to all respondents.



GOING FORWARD, DO YOU EXPECT TO USE RIDE SHARING (IE UBER/LYFT) MORE OR LESS OFTEN THAN NORMAL BECAUSE OF COVID AND ITS IMPACT TO LIFE / THE ECONOMY?

Posed to all respondents.



GOING FORWARD, DO YOU EXPECT TO USE FOOD DELIVERY APPS (IE UBER EATS, DOORDASH, GRUBHUB, ETC) MORE OR LESS OFTEN THAN NORMAL BECAUSE OF COVID AND ITS IMPACT TO LIFE / THE ECONOMY?

Posed to all respondents.

