

BESPOKE SURVEYS

RIDE SHARING VOL 11

1250+ Consumers Per Wave



CHECK BREAKDOWN:

INDUSTRY TRENDS

SENTIMENT – POSITIVE FOR ALL APPS

Sentiment toward most of the food delivery and ride sharing apps we track remains fairly strong and overall consistent q/q.

CONVENIENCE

Ride sharing respondents continue to see a high degree of convenience relative to other means of transportation.

UBER & UBER EATS USAGE CROSSOVER DECLINES SEQUENTIALLY

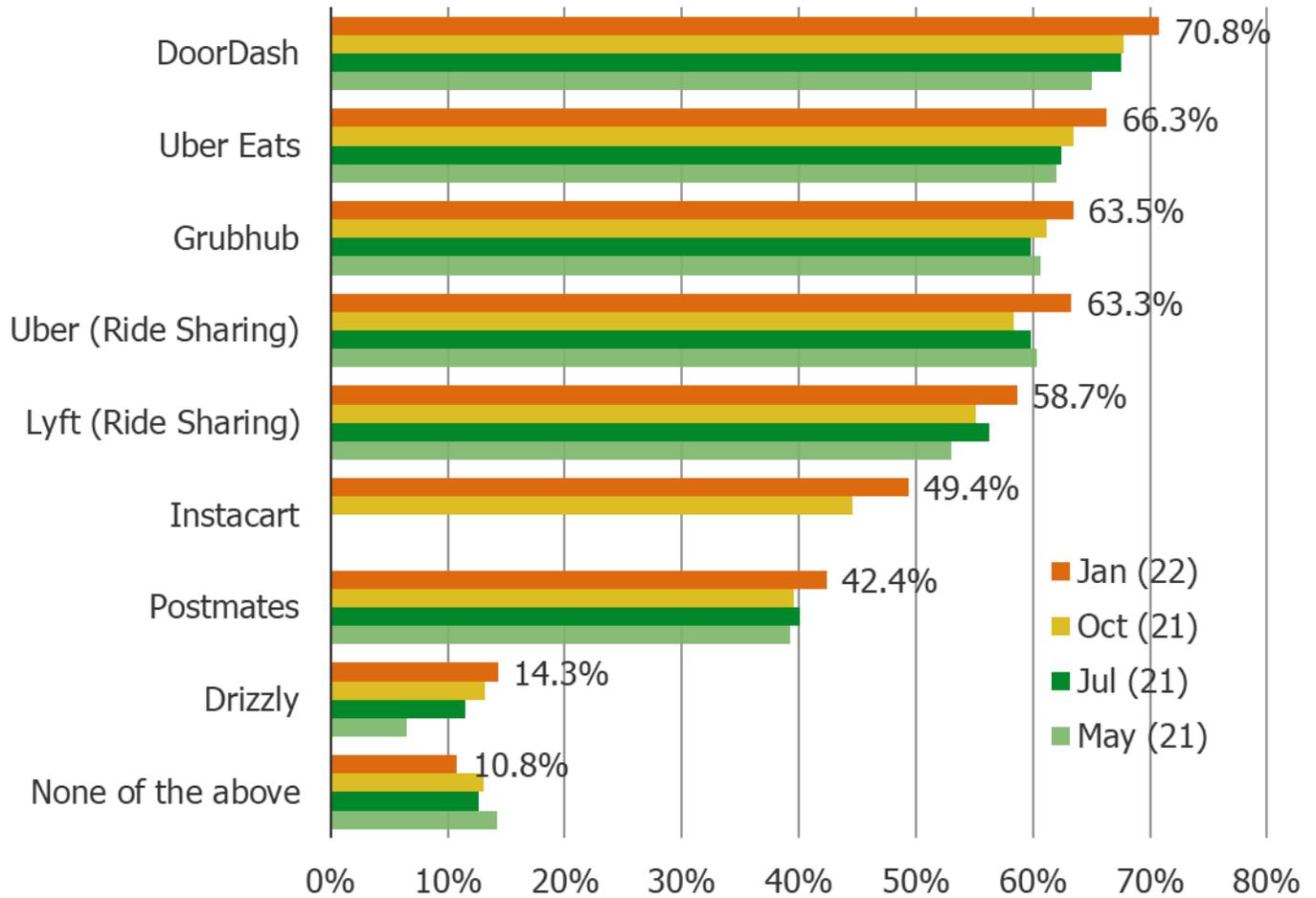
though a bit choppy, cross-over between Uber and Uber Eats user bases has declined sequentially in our survey.

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PLATFORM DYNAMICS

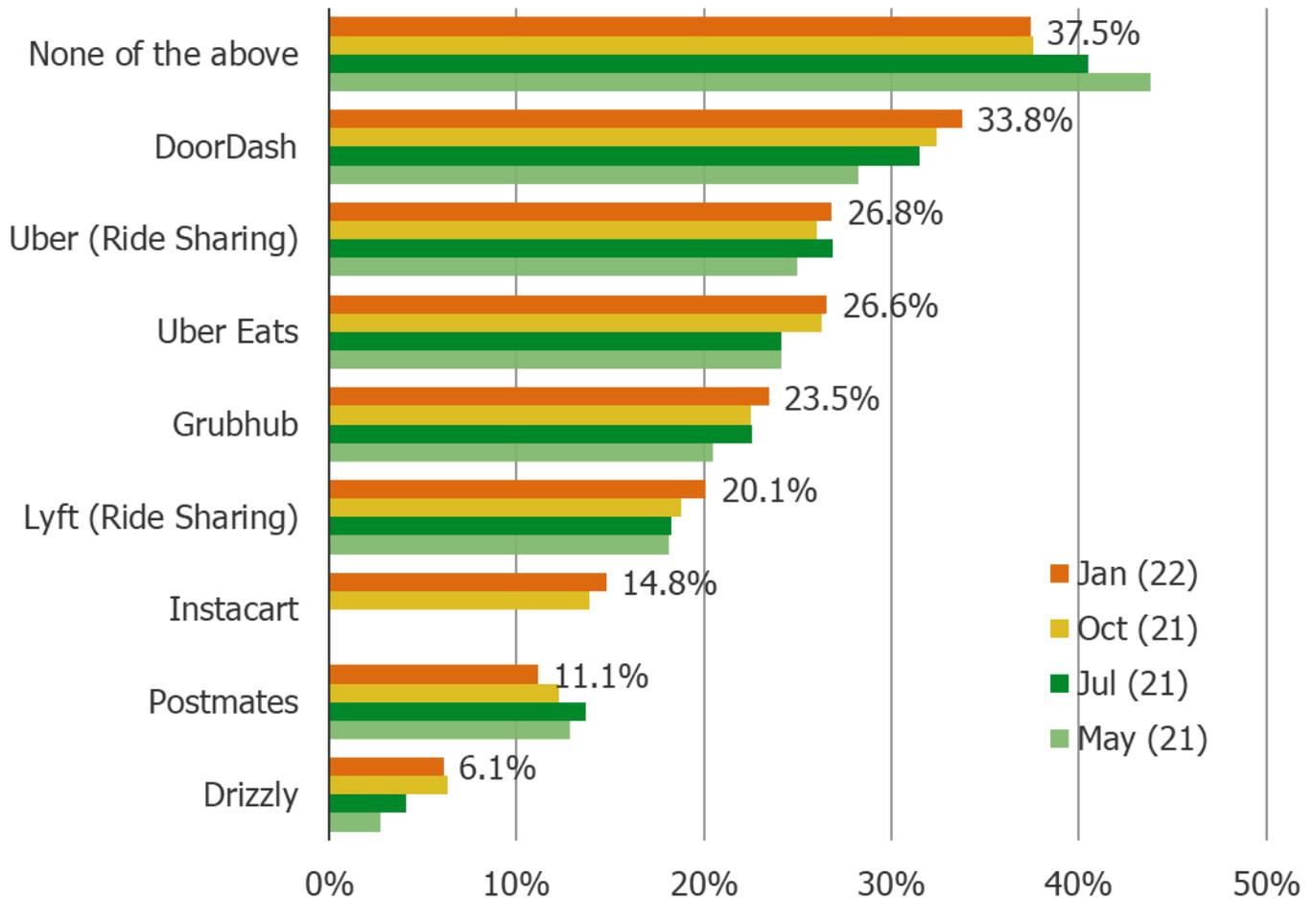
HAVE YOU HEARD OF ANY OF THE FOLLOWING APPS/PLATFORMS?

Posed to all respondents.



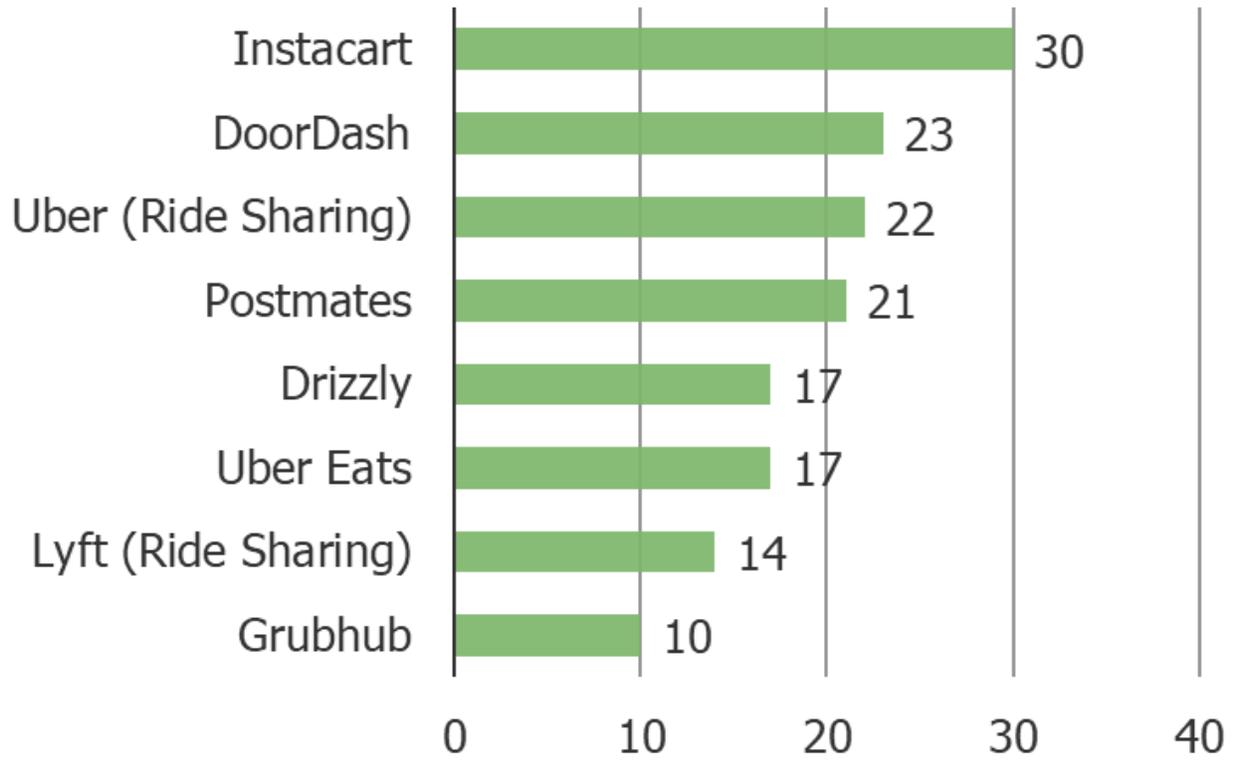
HAVE YOU EVER USED ANY OF THE FOLLOWING APPS/PLATFORMS?

Posed to all respondents.



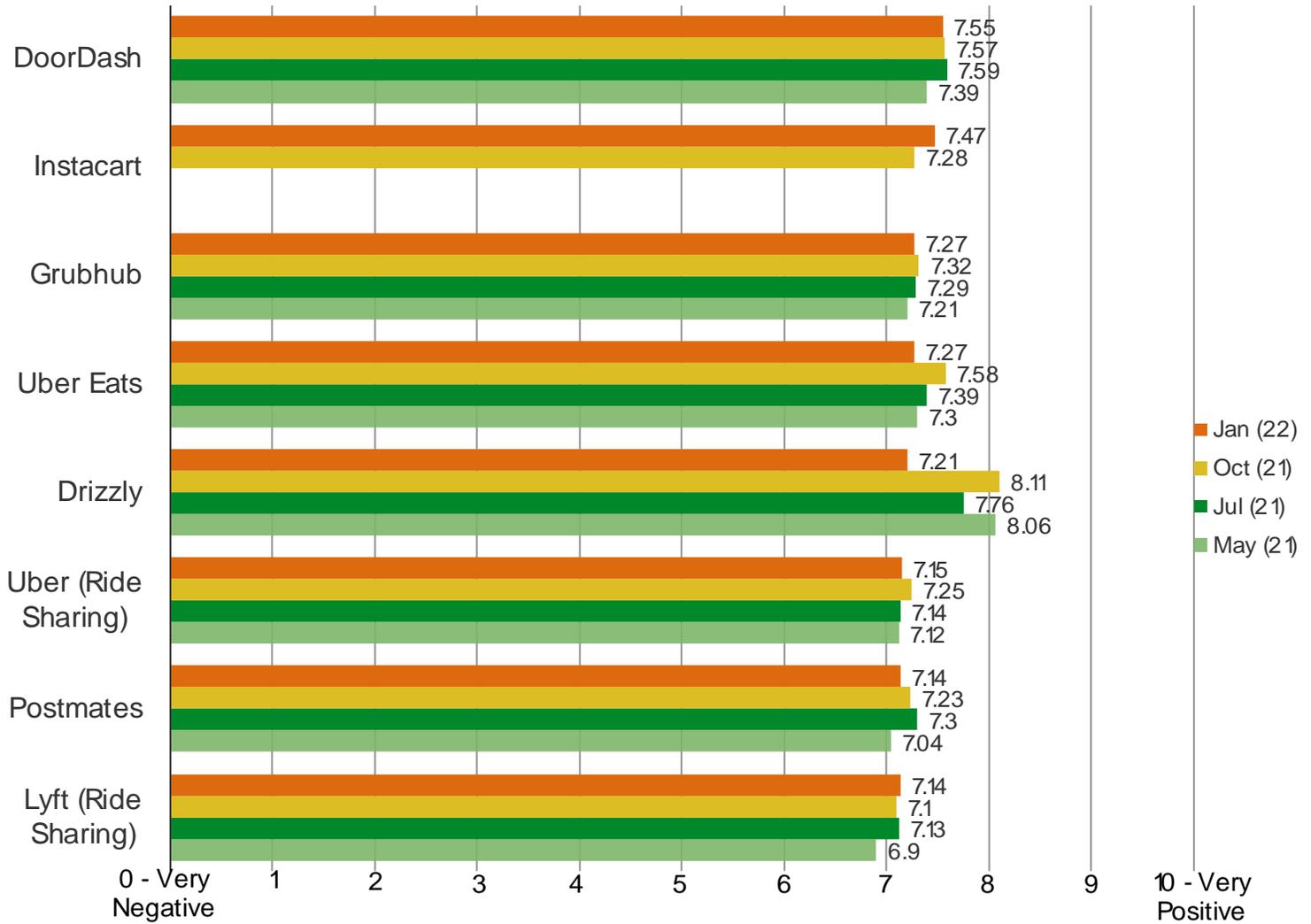
NET PROMOTER SCORE

Posed to respondents who have EVER used each of the following.



WHAT IS YOUR OPINION OF EACH OF THE FOLLOWING?

Posed to respondents who have used each of the following.

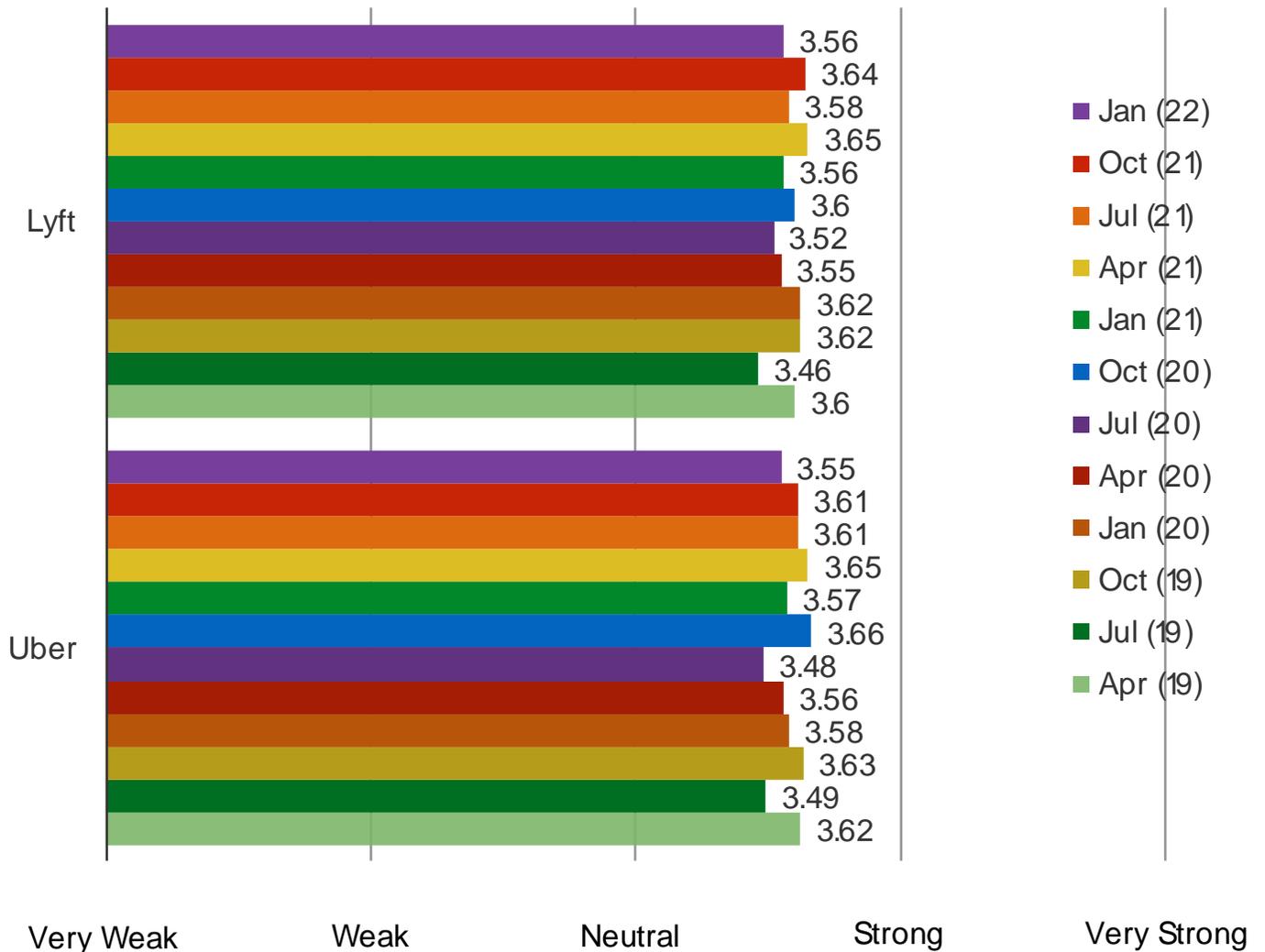


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RIDE SHARING SENTIMENT

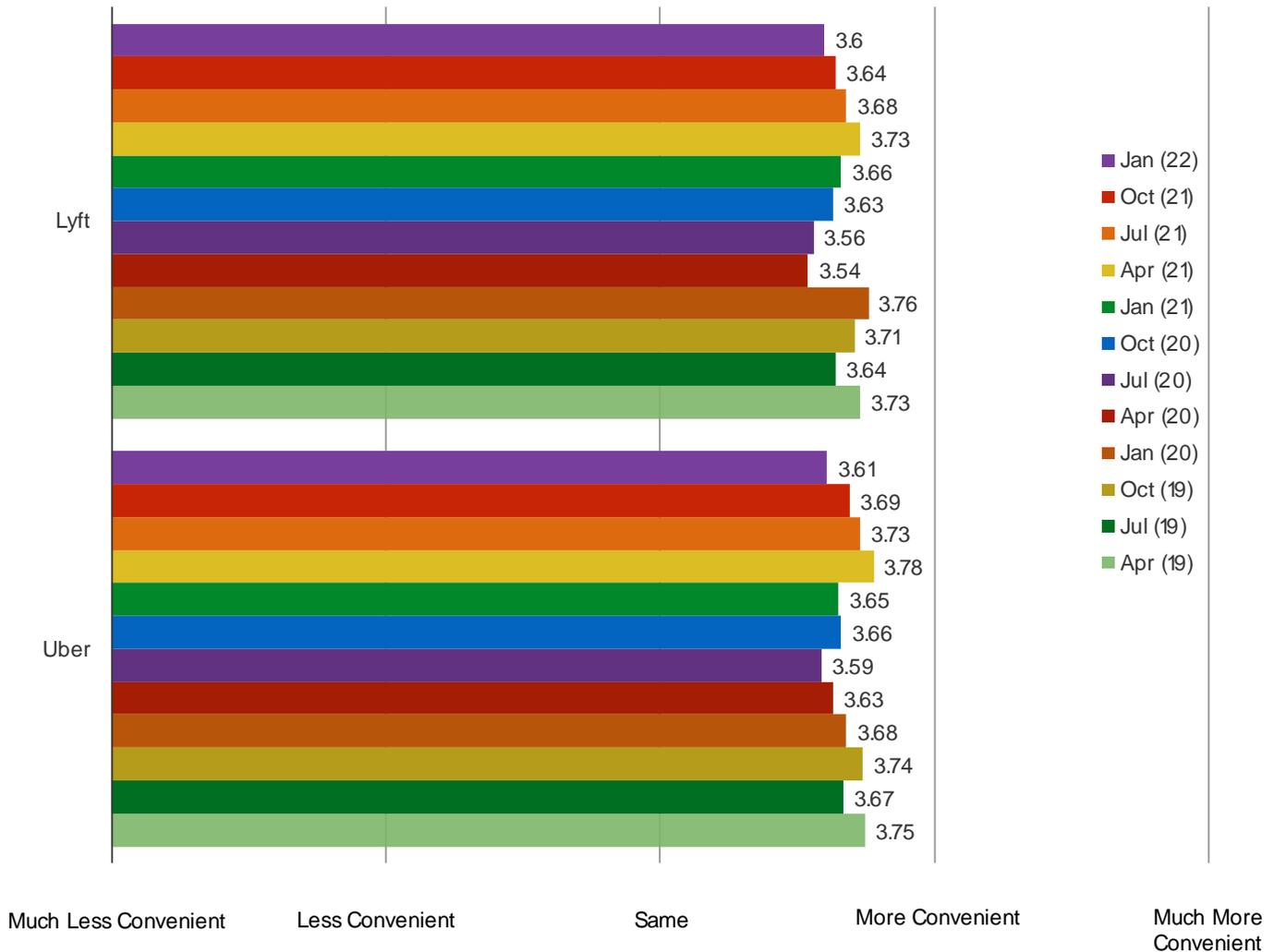
WHAT IS YOUR OPINION OF THE VALUE OF USING EACH OF THESE SERVICES?

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



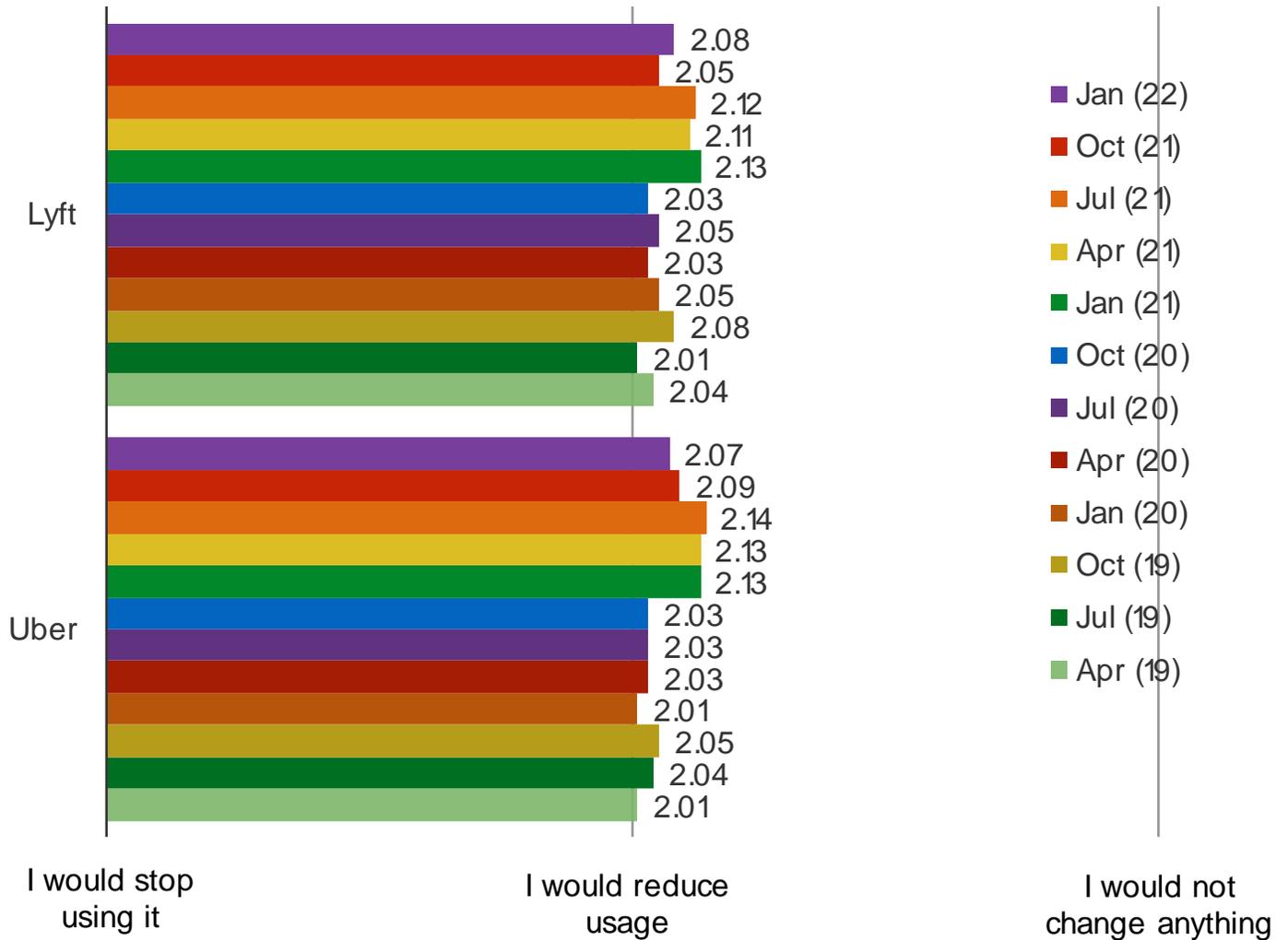
WHAT IS YOUR OPINION OF THE CONVENIENCE OF USING THIS SERVICE COMPARED TO ALTERNATIVE MEANS YOU WOULD USE TO TRAVEL?

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.

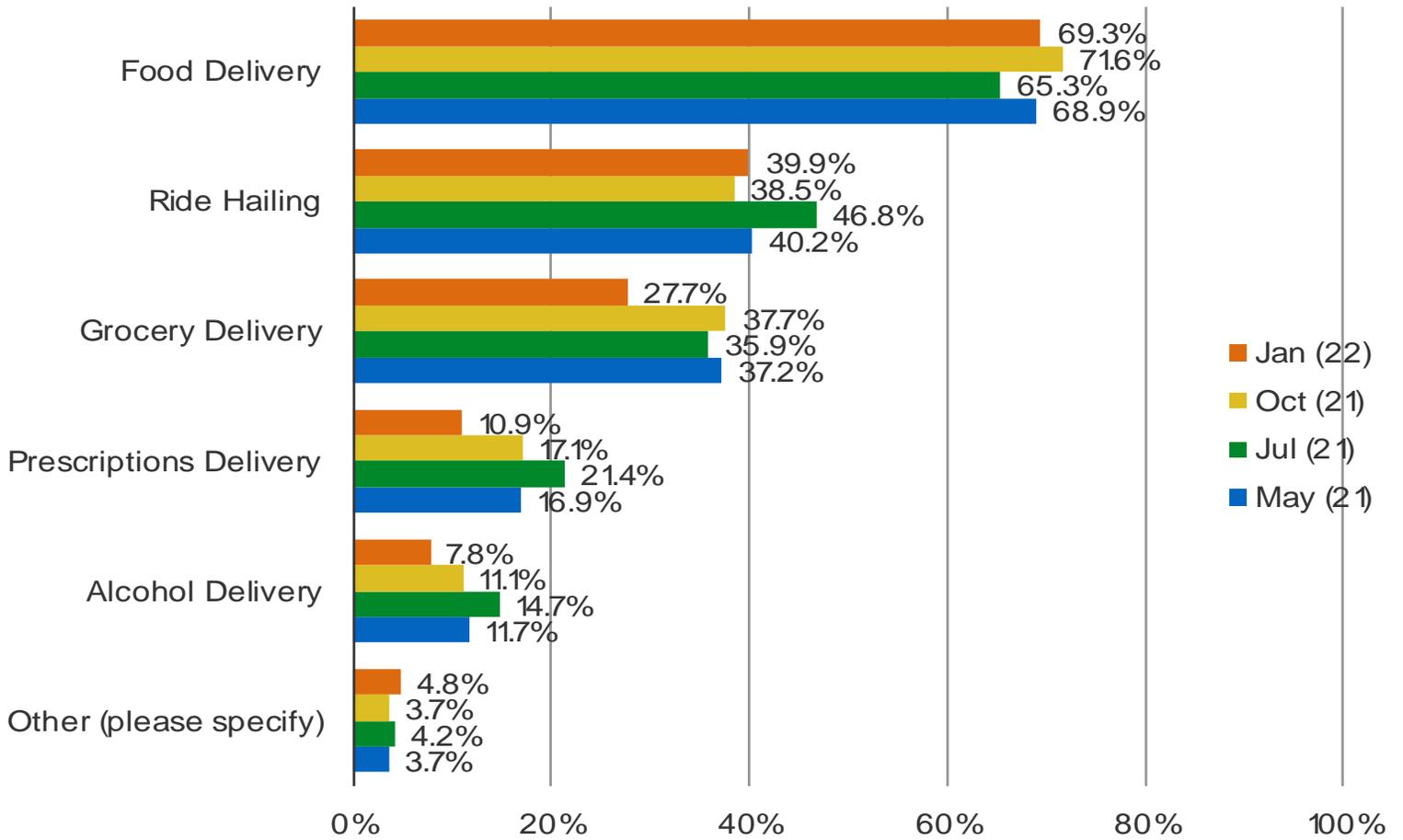


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UBER PLATFORM SPECIFIC

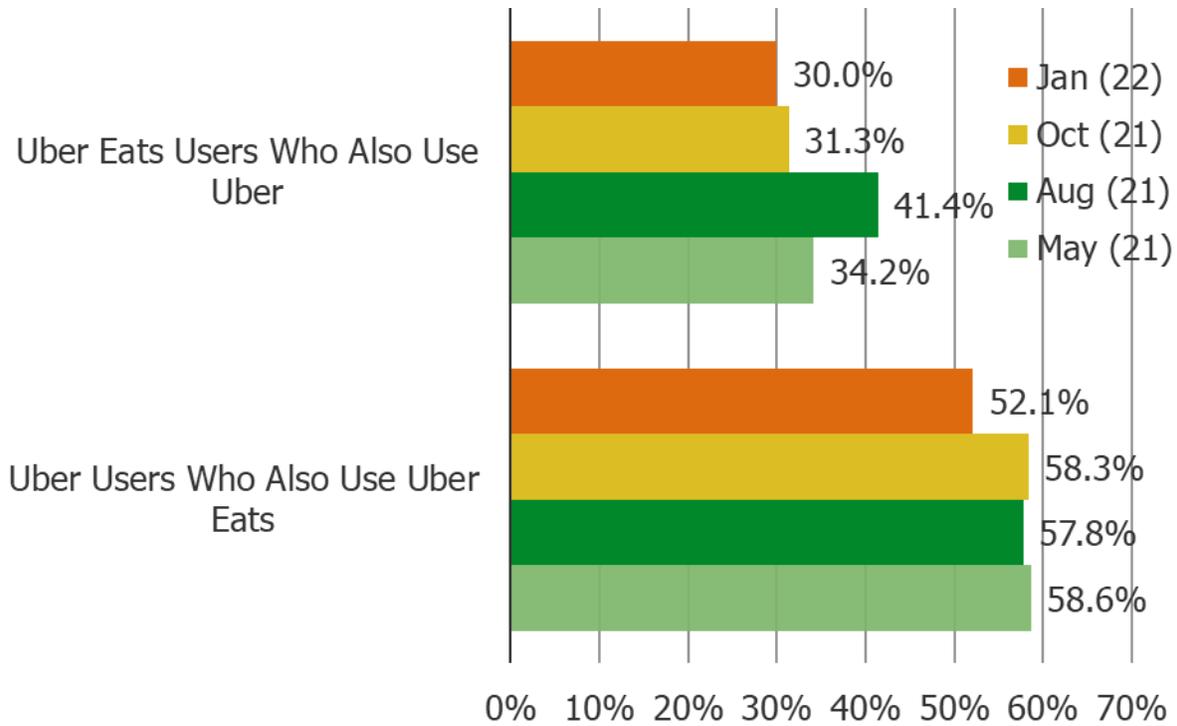
WHICH OF THE FOLLOWING DO YOU USE UBER / UBER EATS FOR?

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



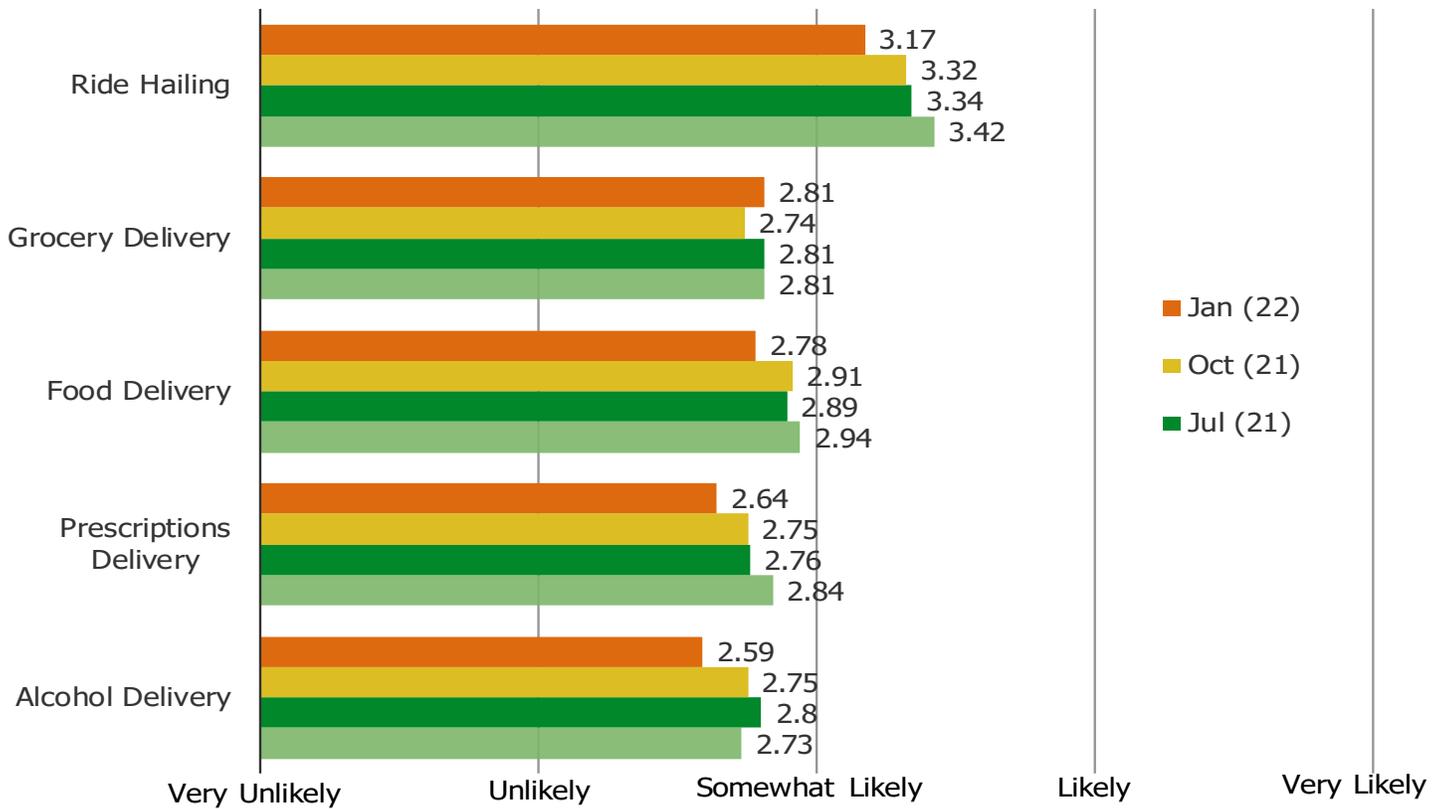
% OF UBER EATS USERS WHO USE UBER, AND % OF UBER USERS WHO USE UBER EATS

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



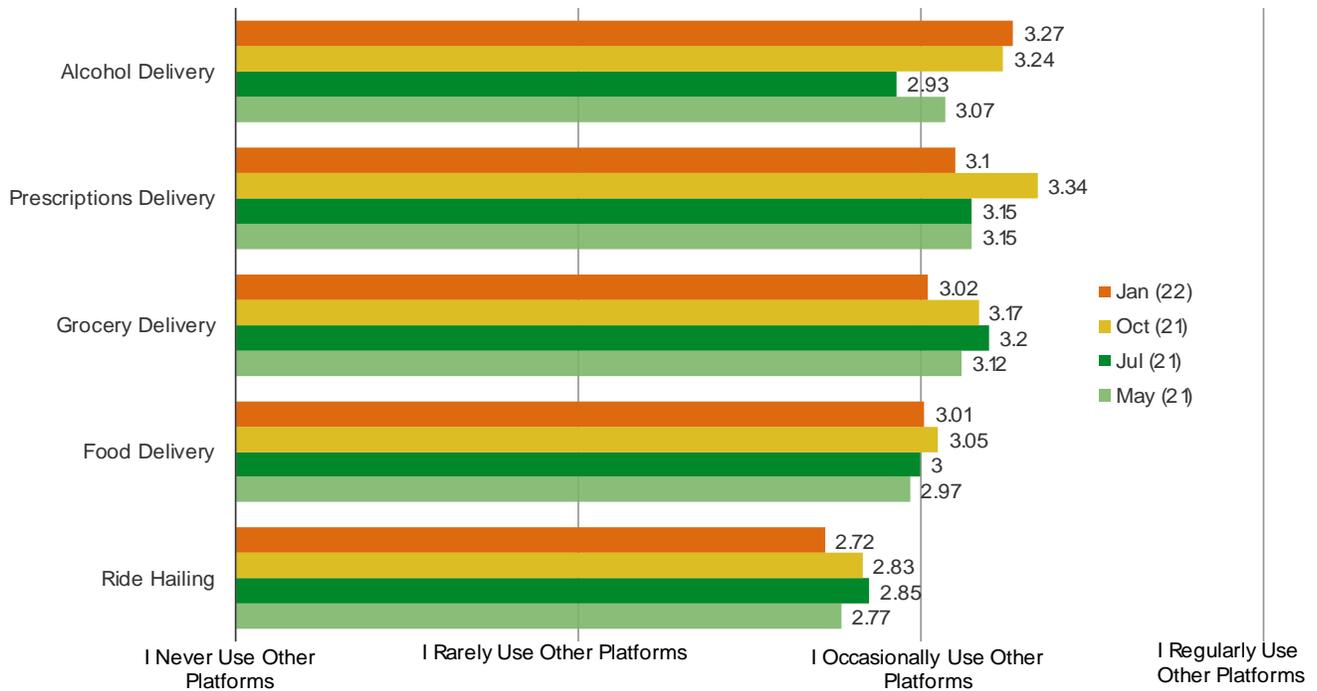
HOW LIKELY ARE YOU TO USE UBER / UBER EATS FOR THE FOLLOWING IN THE FUTURE?

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.

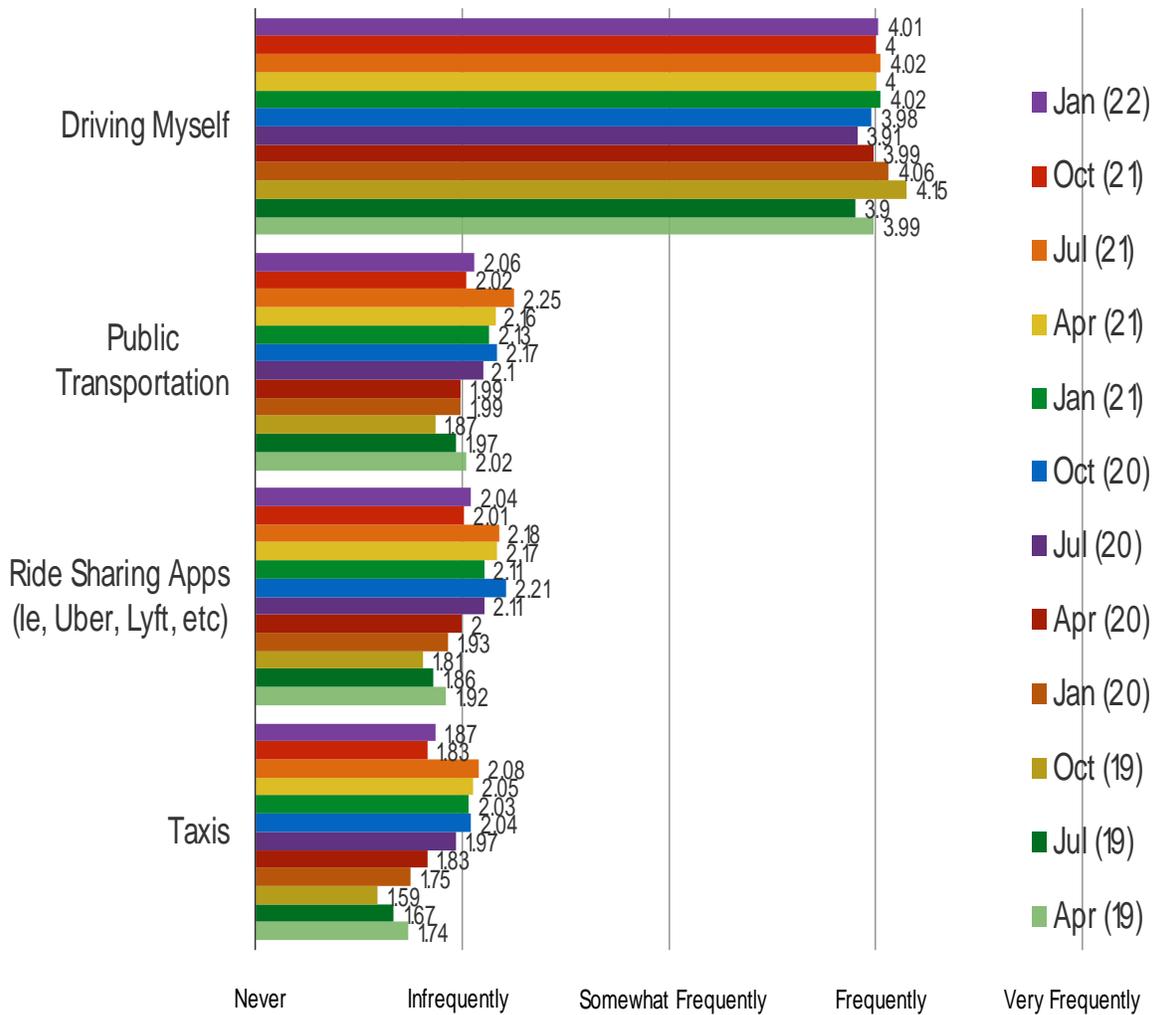


Ride Sharing

GENERAL TRANSPORTATION TREND DATA

HOW OFTEN DO YOU USE THE FOLLOWING FORMS OF TRANSPORTATION?

Posed to all respondents.



HAVE YOU CHANGED HOW OFTEN YOU USE THE FOLLOWING COMPARED TO A YEAR AGO?

Posed to respondents who use the following forms of transportation (more than never).

