App-Based Drivers Survey

# Contractor vs. Employees

October 30, 2020

Background

- ❑ **Audience:**

  - ❑ **123 App-Based Drivers (Uber, Lyft, Uber Eats, DoorDash, Postmates, Instacart, etc)**

  - ❑ **All respondents responded that they are employed (full-time or part-time) or self-employed.**

- ❑ **Dates Fielded: 10/28 – 10/30**

- ❑ **Survey Length: 6 Minutes**

Is your work as an app-based driver a part-time job or your full-time job (ie, your sole source of personal income)?
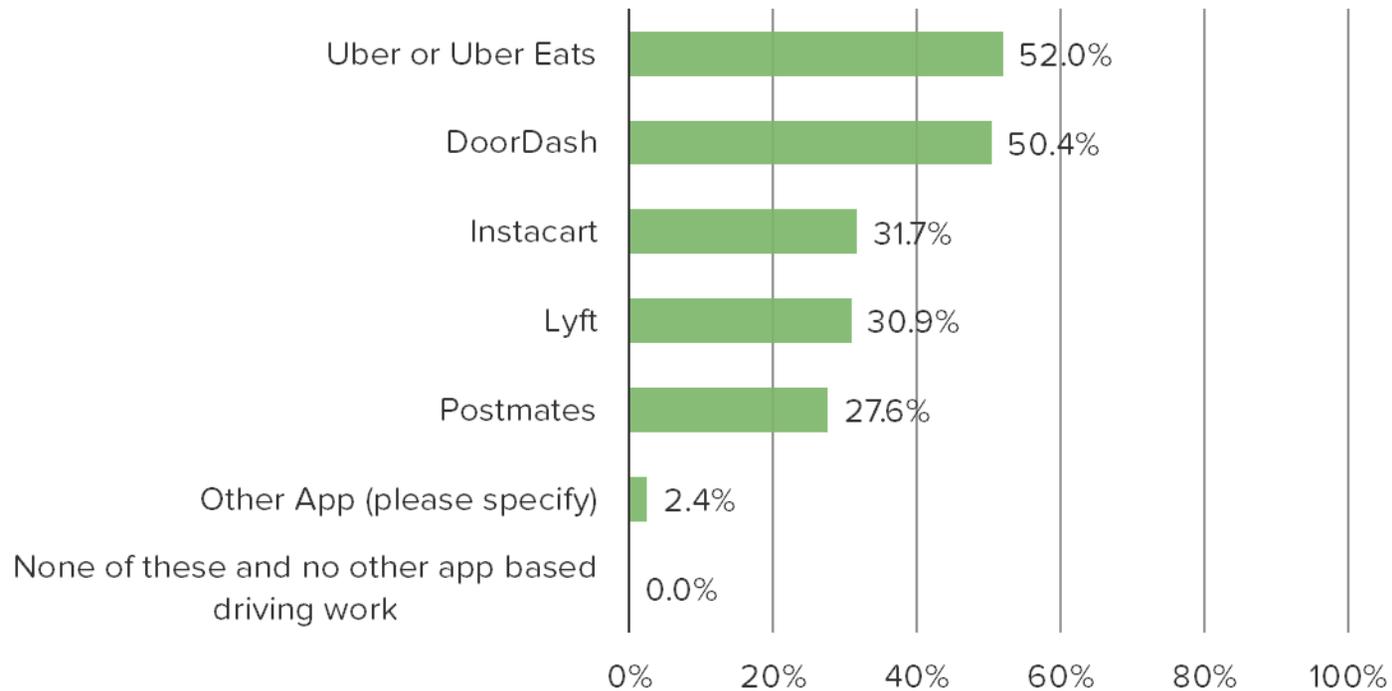
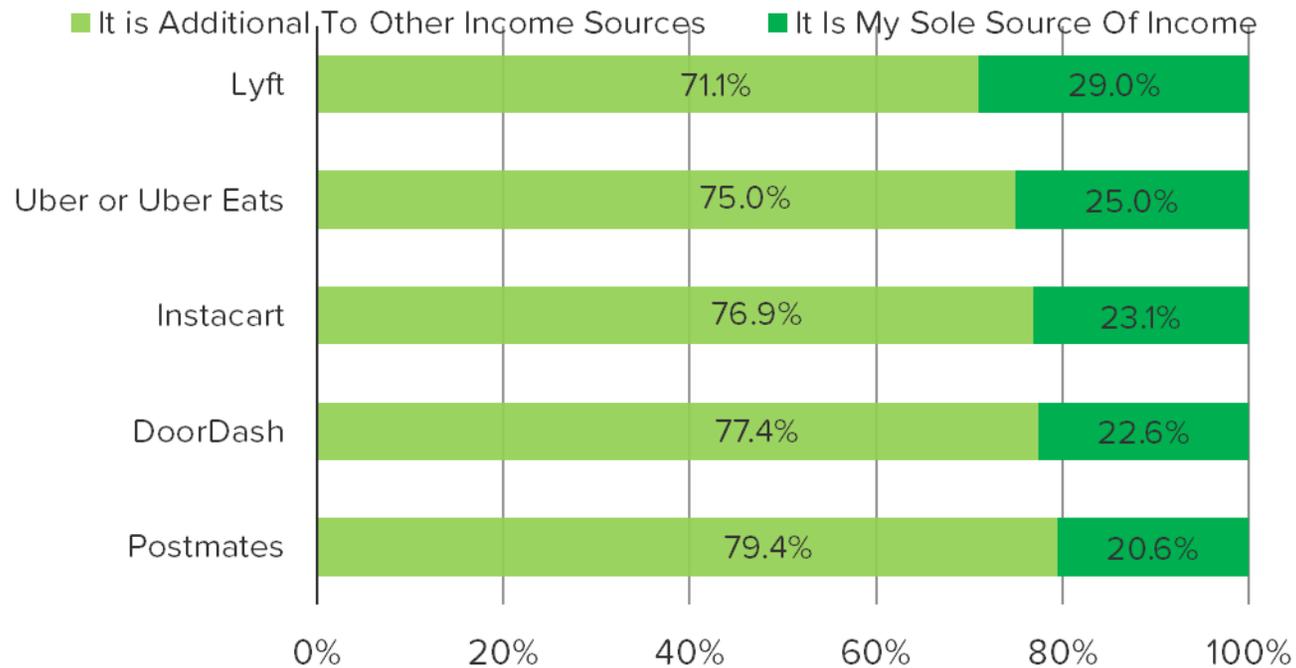*Posed to app-based drivers (N = 123)*
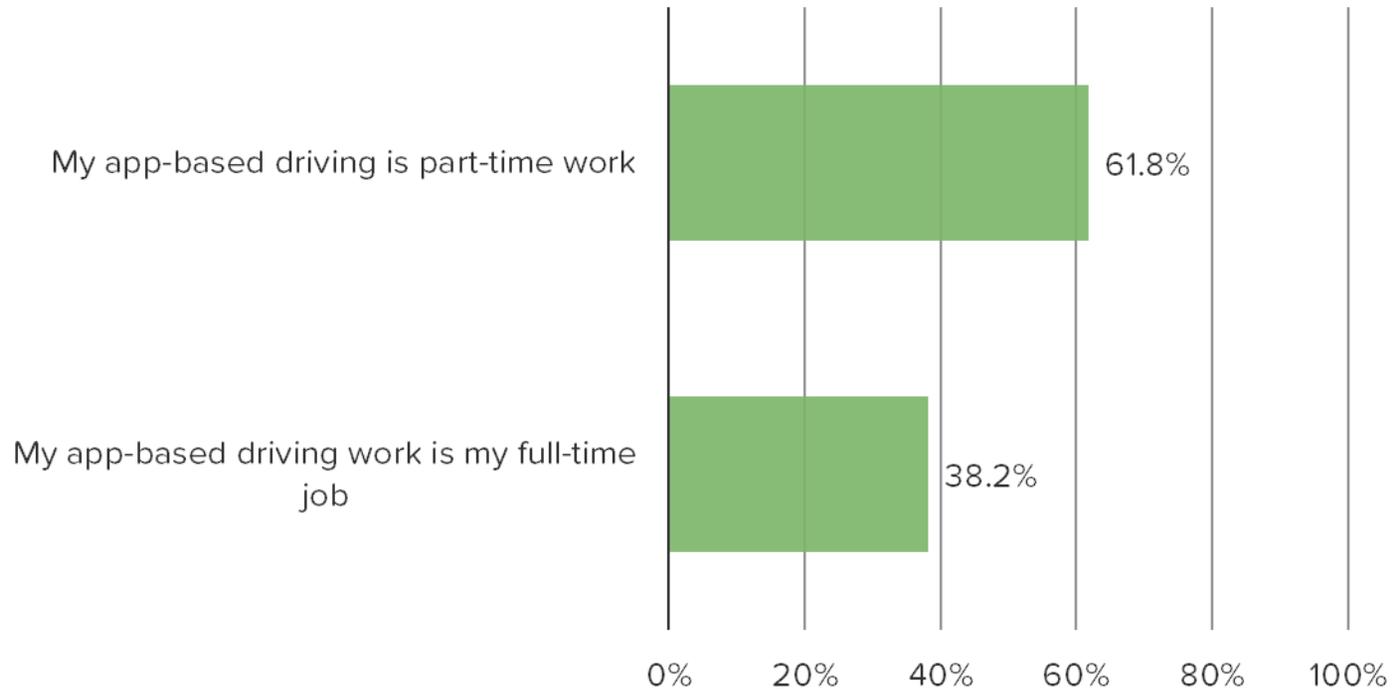
Which of the following companies do you currently drive for? Select ALL that apply.ie - you make money driving for them regularly or occasionally.

Posed to app-based drivers (N = 123)

Is your work with this company your sole source of personal income, or is it additional to other sources of personal income?

Posed to drivers of each of the following.

Legend: ■ It is Additional To Other Income Sources   ■ It Is My Sole Source Of Income

| Company	It is Additional To Other Income Sources	It Is My Sole Source Of Income
Lyft	71.1%	29.0%
Uber or Uber Eats	75.0%	25.0%
Instacart	76.9%	23.1%
DoorDash	77.4%	22.6%
Postmates	79.4%	20.6%

For your work as an app-based driver for companies like Uber, Lyft, DoorDash, Instacart, Postmates, etc, would you prefer to be...

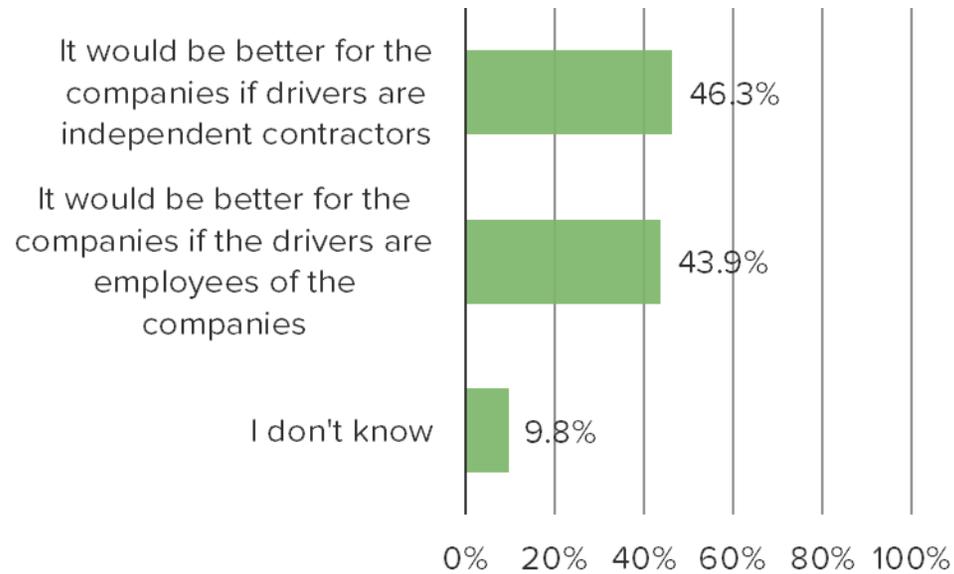*Posed to app-based drivers (N = 123)*
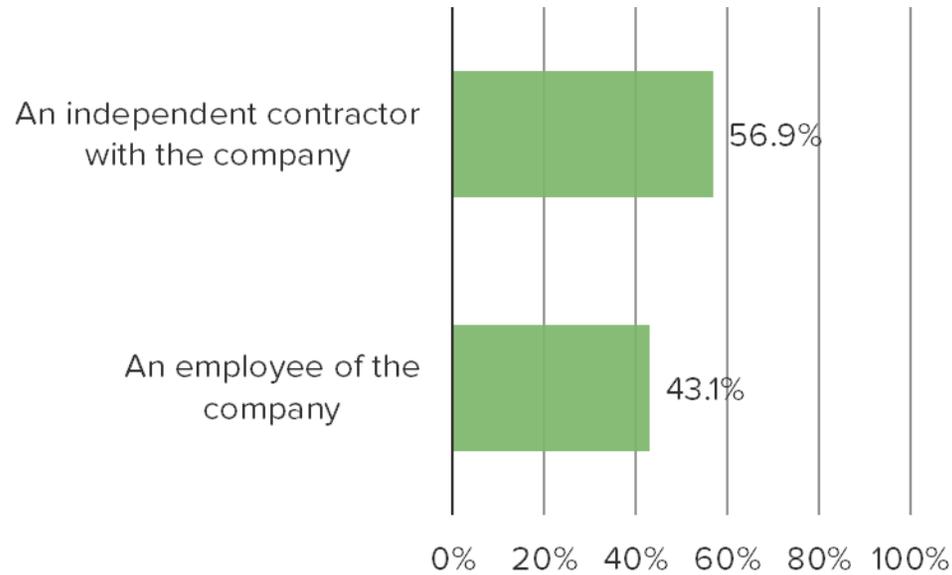
Would it be better for the drivers if they were considered independent contractors or employees?

Posed to app-based drivers (N = 123)
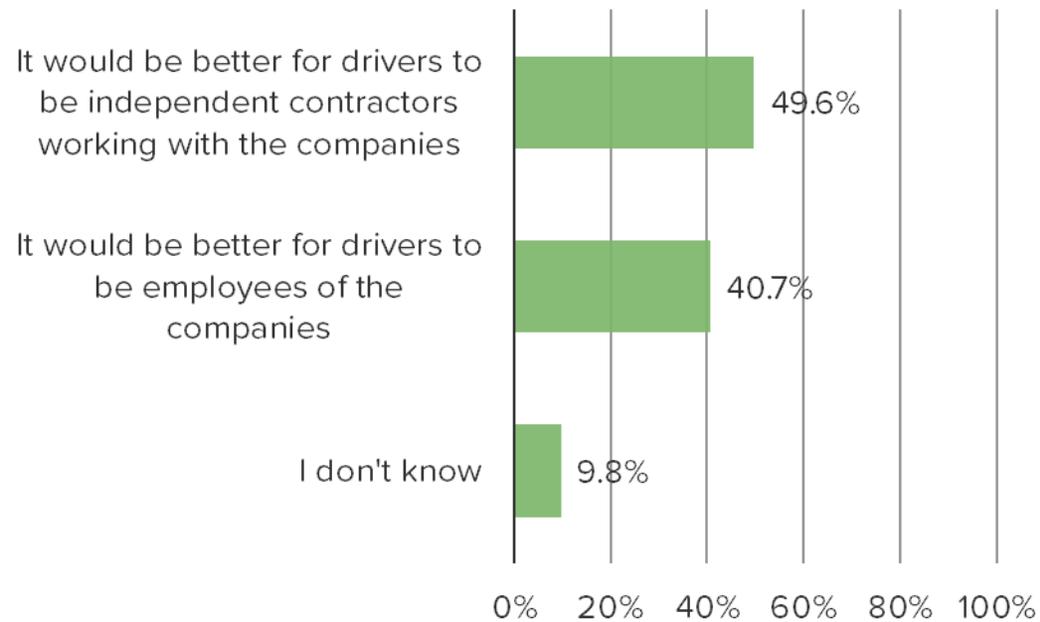
Would it be better for companies like Uber, Lyft, DoorDash, Instacart, Postmates, and others if drivers are considered independent contractors or employees?

Posed to app-based drivers (N = 123)

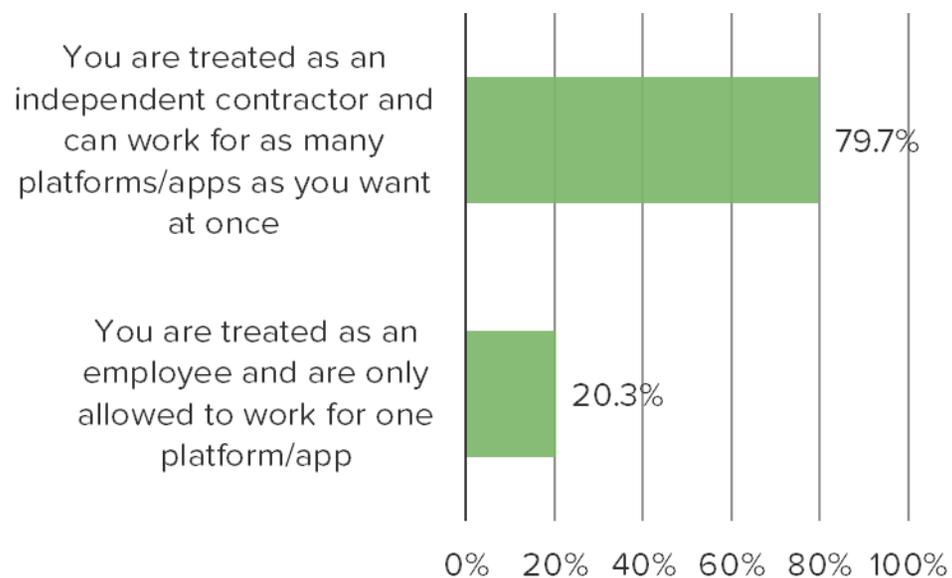## How important to you is the issue of whether app based drivers are treated as independent contractors or employees?

Posed to app-based drivers (N = 123)
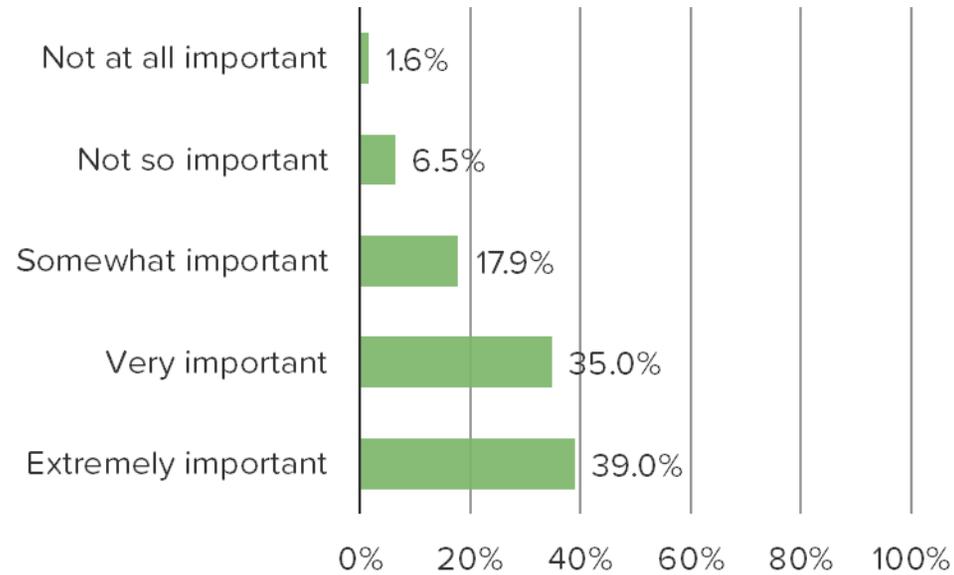
Which of the following possible outcomes would be better for you personally?

Posed to app-based drivers (N = 123)

Do you feel that the app-based driver companies that you work for have been encouraging drivers to support Prop 22?

Posed to app-based drivers (N = 123)
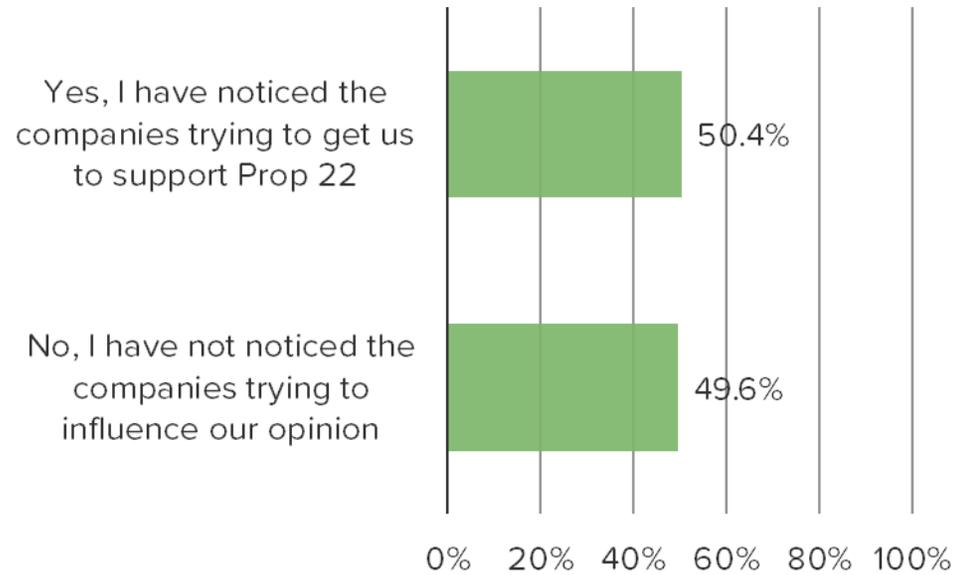
What is your opinion of the following companies?

Posed to app-based drivers (N = 123)

Legend: ■ Very Negative ■ Negative ■ Neutral ■ Positive ■ Very Positive

Company	Very Negative	Negative	Neutral	Positive	Very Positive
Uber / Uber Eats	4.1%	8.1%	18.7%	31.7%	37.4%
DoorDash	4.9%	4.9%	22.0%	39.8%	28.5%
Postmates	1.6%	8.1%	30.9%	29.3%	30.1%
Lyft	4.9%	6.5%	24.4%	34.2%	30.1%
Instacart	6.5%	4.1%	32.5%	33.3%	23.6%
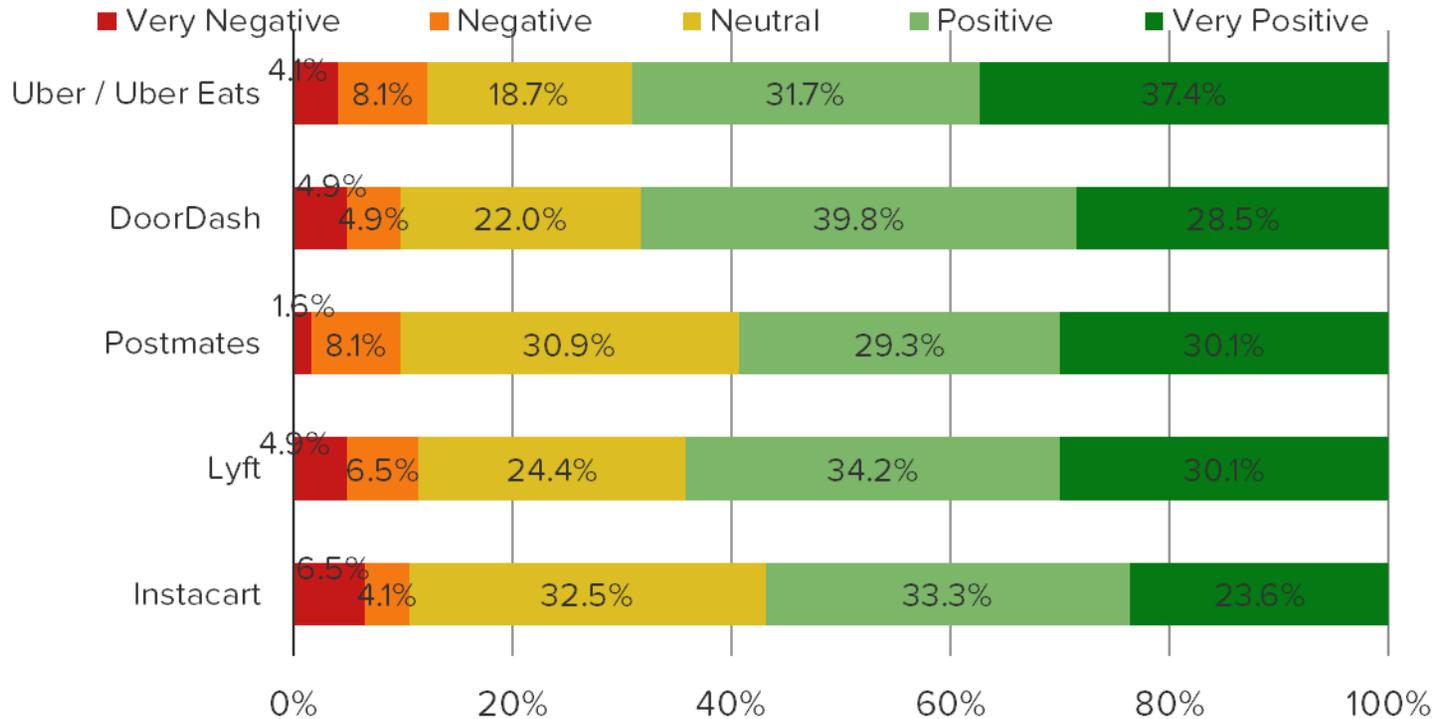
Do you expect the following to gain or lose popularity with drivers in the next year?

Posed to app-based drivers (N = 123)

Legend: ■ Will lose popularity with drivers ■ No Change ■ Will gain popularity with drivers

	Will lose popularity	No Change	Will gain popularity
Instacart	13.8%	43.1%	43.1%
DoorDash	17.9%	35.0%	47.2%
Uber / Uber Eats	13.8%	43.9%	42.3%
Postmates	16.3%	43.9%	39.8%
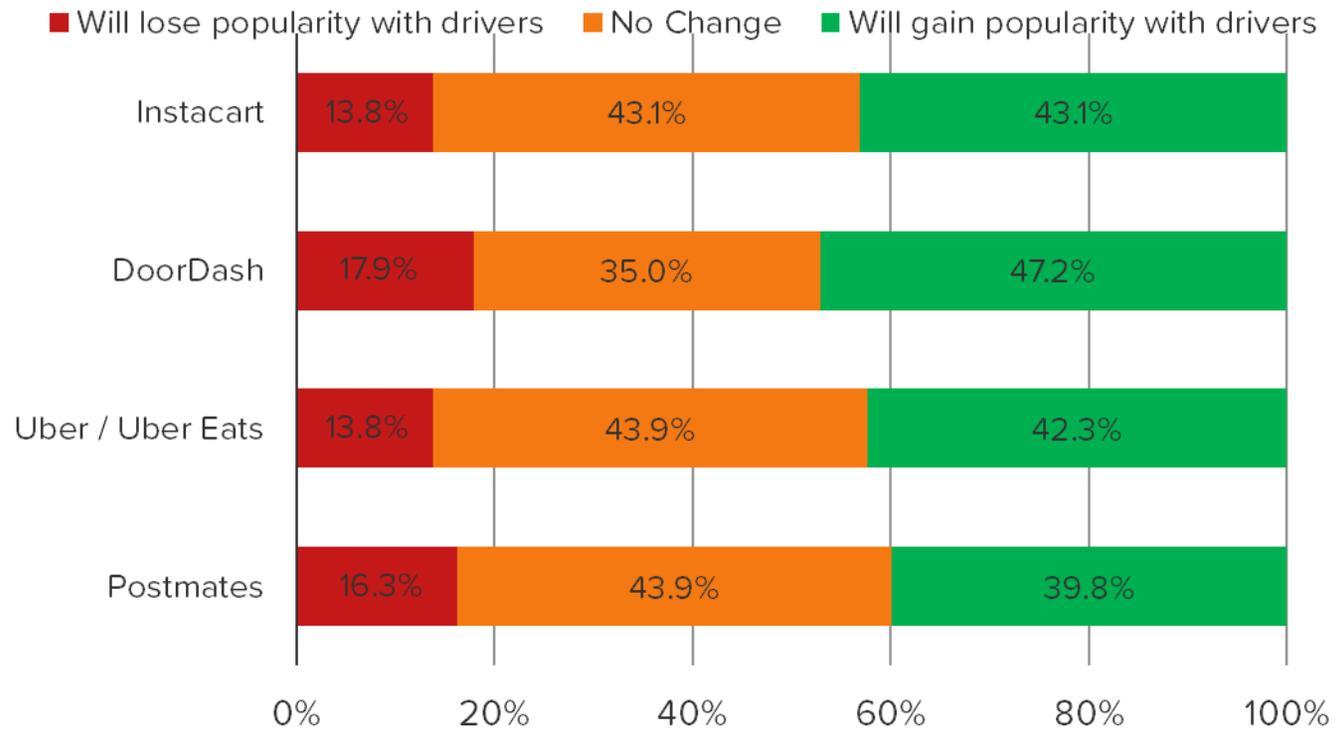
How loyal are you to working with this platform?

Posed to app-based drivers who drive for each of the following.

Legend: ■ Not at all loyal ■ 2 ■ Somewhat loyal ■ 4 ■ Very loyal

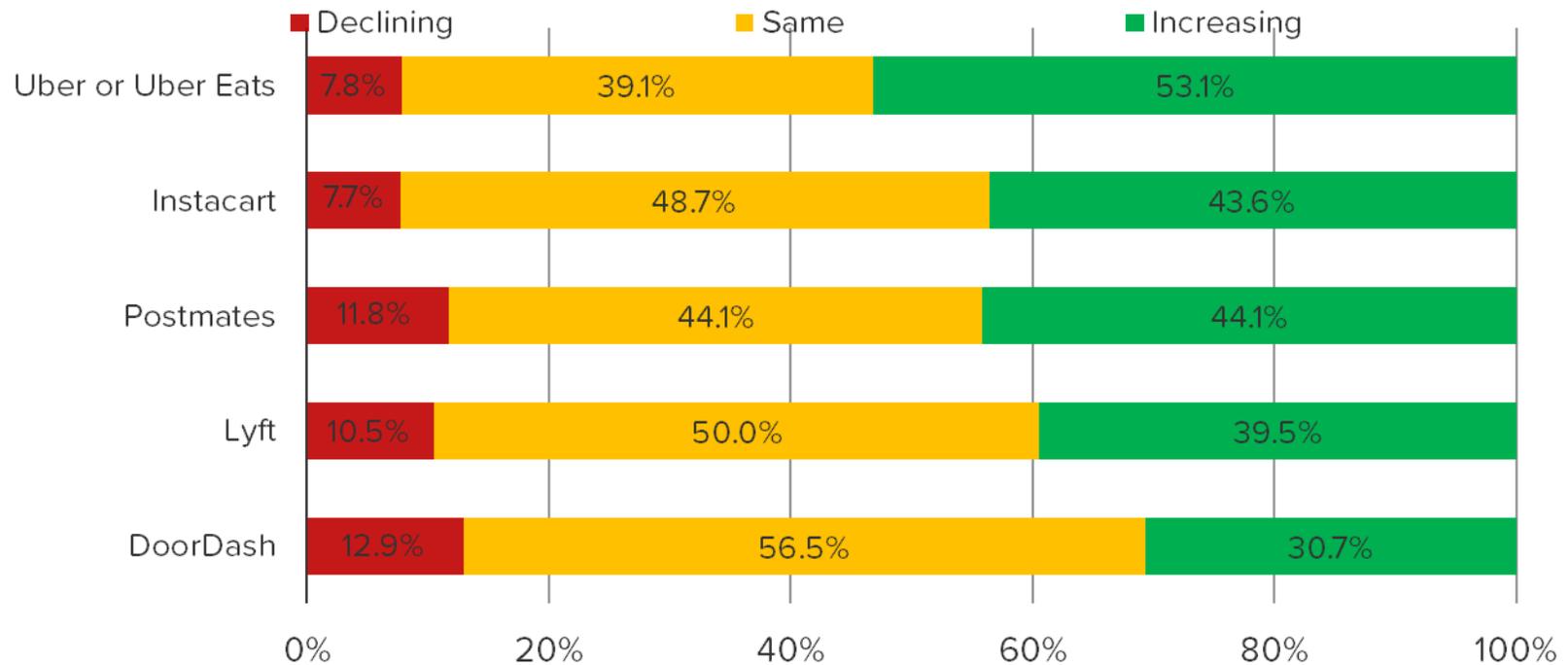| Platform	Not at all loyal	2	Somewhat loyal	4	Very loyal
Uber or Uber Eats	3.1%	3.1%	28.1%	14.1%	51.6%
Postmates	8.8%	8.8%	14.7%	17.7%	50.0%
Lyft	5.3%	0.0%	36.8%	21.1%	36.8%
Instacart	5.1%	7.7%	30.8%	18.0%	38.5%
DoorDash	6.5%	6.5%	30.7%	21.0%	35.5%
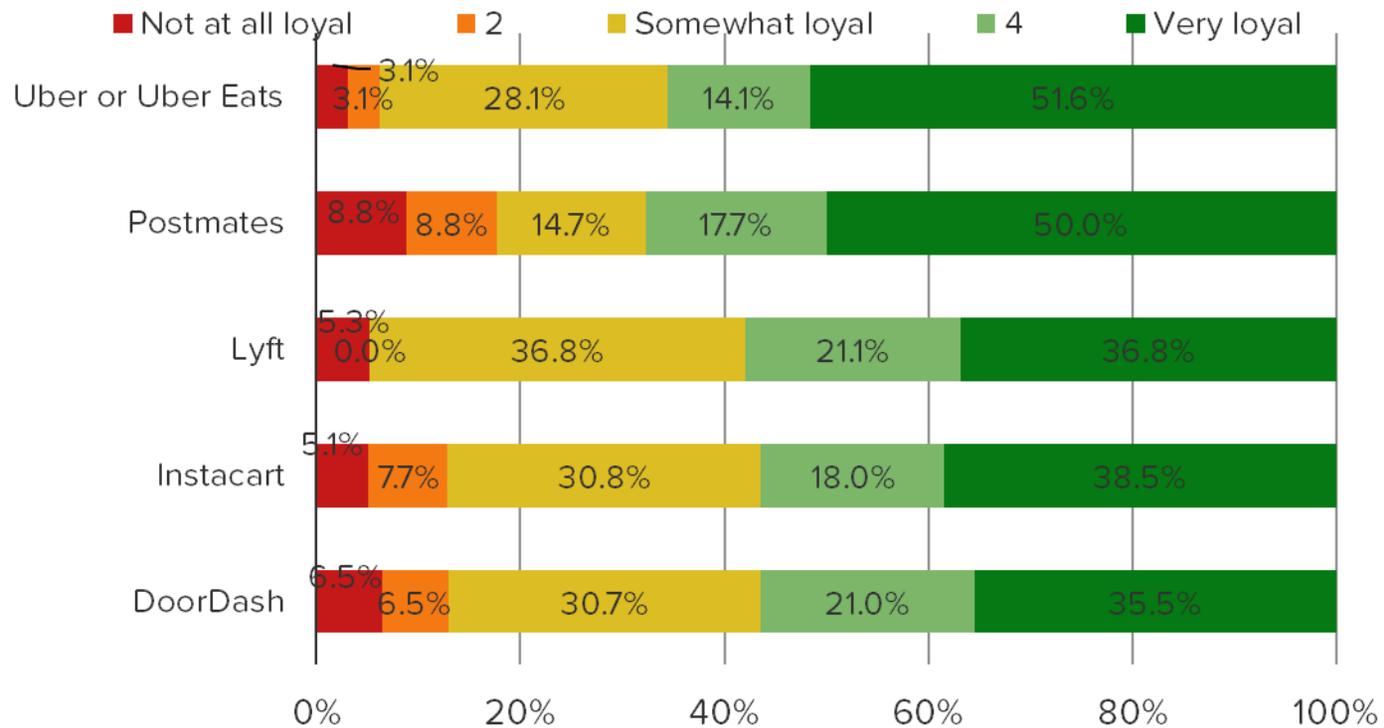
How satisfied are you with how much you get paid working for this platform?

Posed to app-based drivers who drive for each of the following.

Legend: ■ Very Dissatisfied ■ Dissatisfied ■ Somewhat Satisfied ■ Satisfied ■ Very Satisfied

Uber or Uber Eats: 0.0% | 4.7% | 18.8% | 32.8% | 43.8%

Lyft: 0.0% | 7.9% | 23.7% | 29.0% | 39.5%

Instacart: 2.6% | 7.7% | 25.6% | 28.2% | 35.9%

Postmates: 5.9% | 8.8% | 17.7% | 29.4% | 38.2%

DoorDash: 6.5% | 6.5% | 19.4% | 35.5% | 32.3%
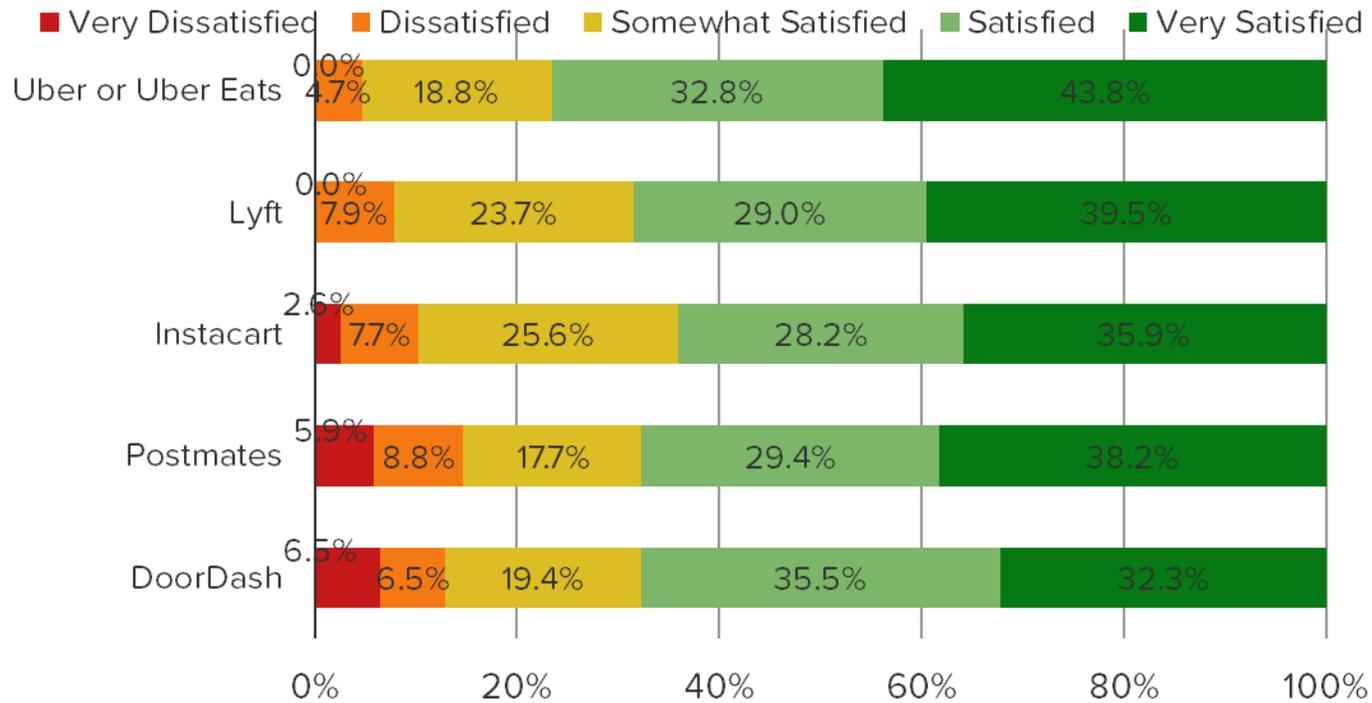
Has your pay from this company been increasing or declining?

Posed to app-based drivers who drive for each of the following.

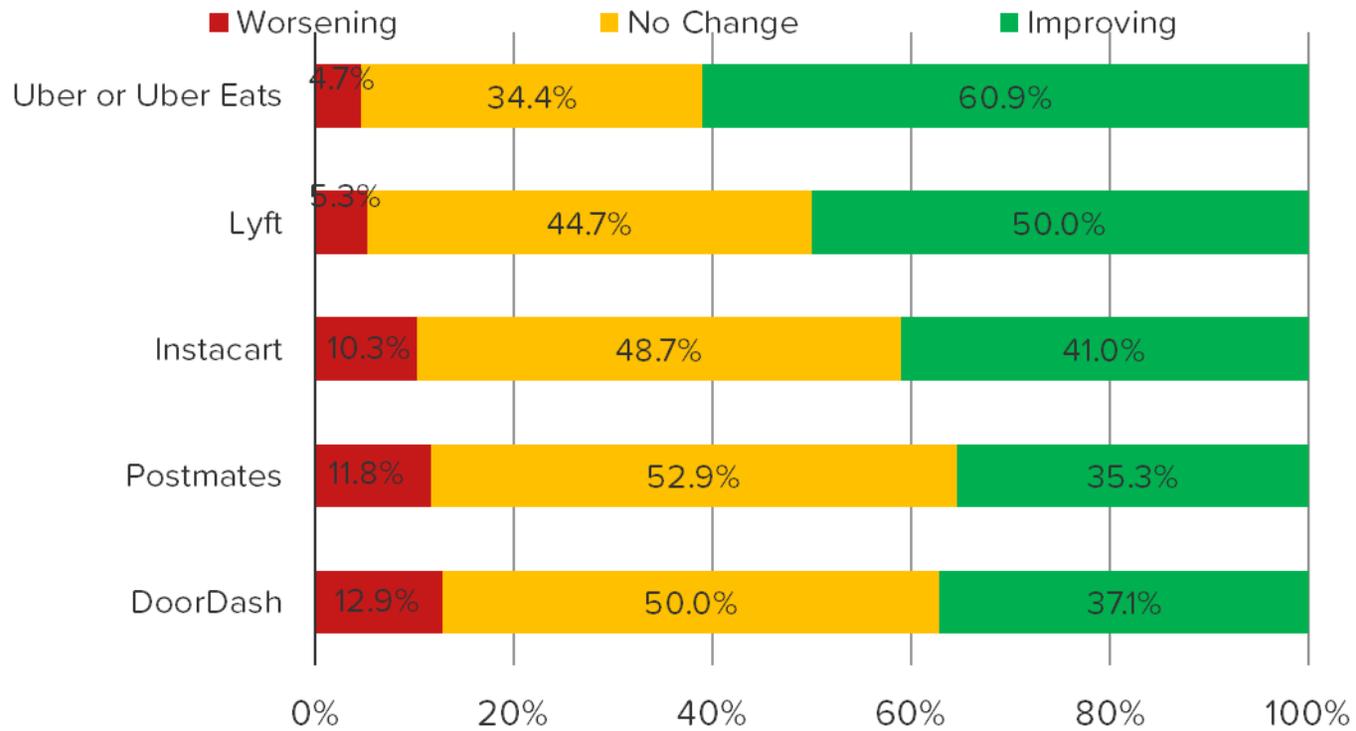|	Declining	Same	Increasing
Uber or Uber Eats	7.8%	39.1%	53.1%
Instacart	7.7%	48.7%	43.6%
Postmates	11.8%	44.1%	44.1%
Lyft	10.5%	50.0%	39.5%
DoorDash	12.9%	56.5%	30.7%

How satisfied are you with the driver incentives offered by this platform?

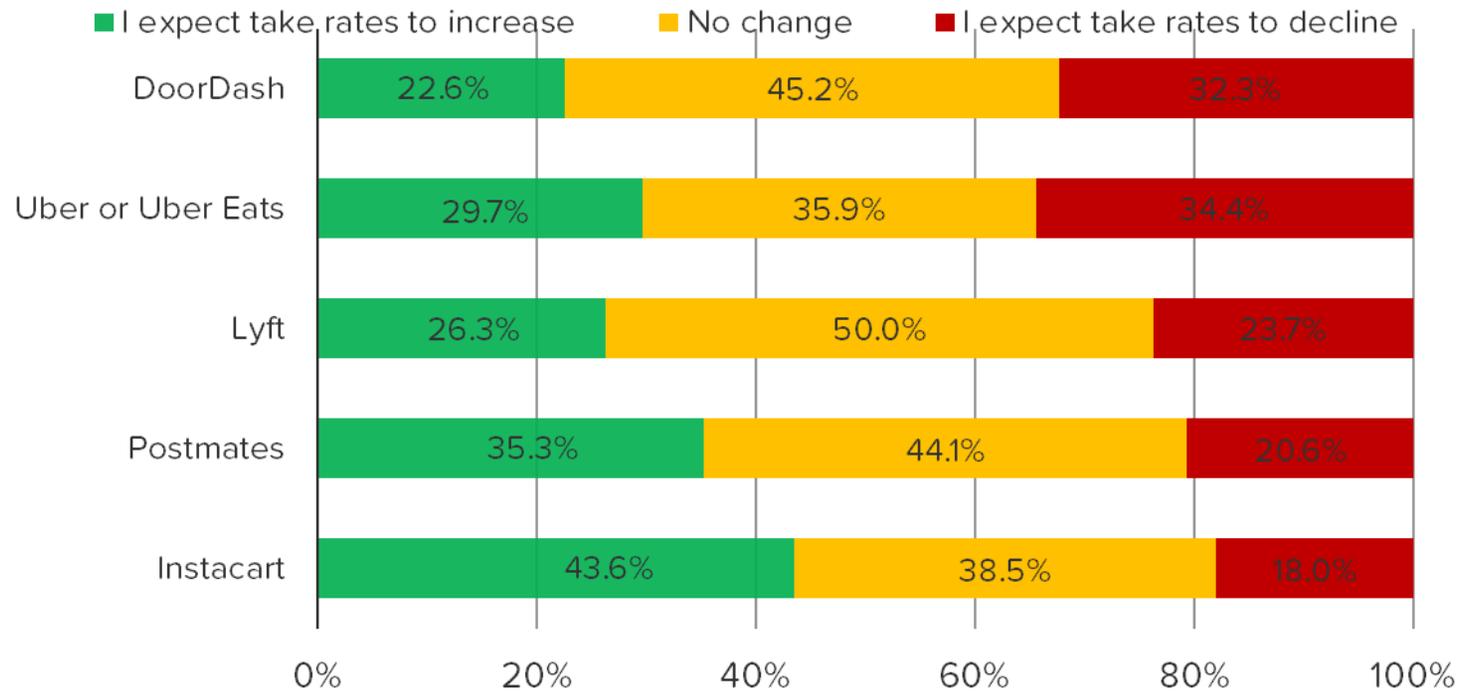*Posed to app-based drivers who drive for each of the following.*
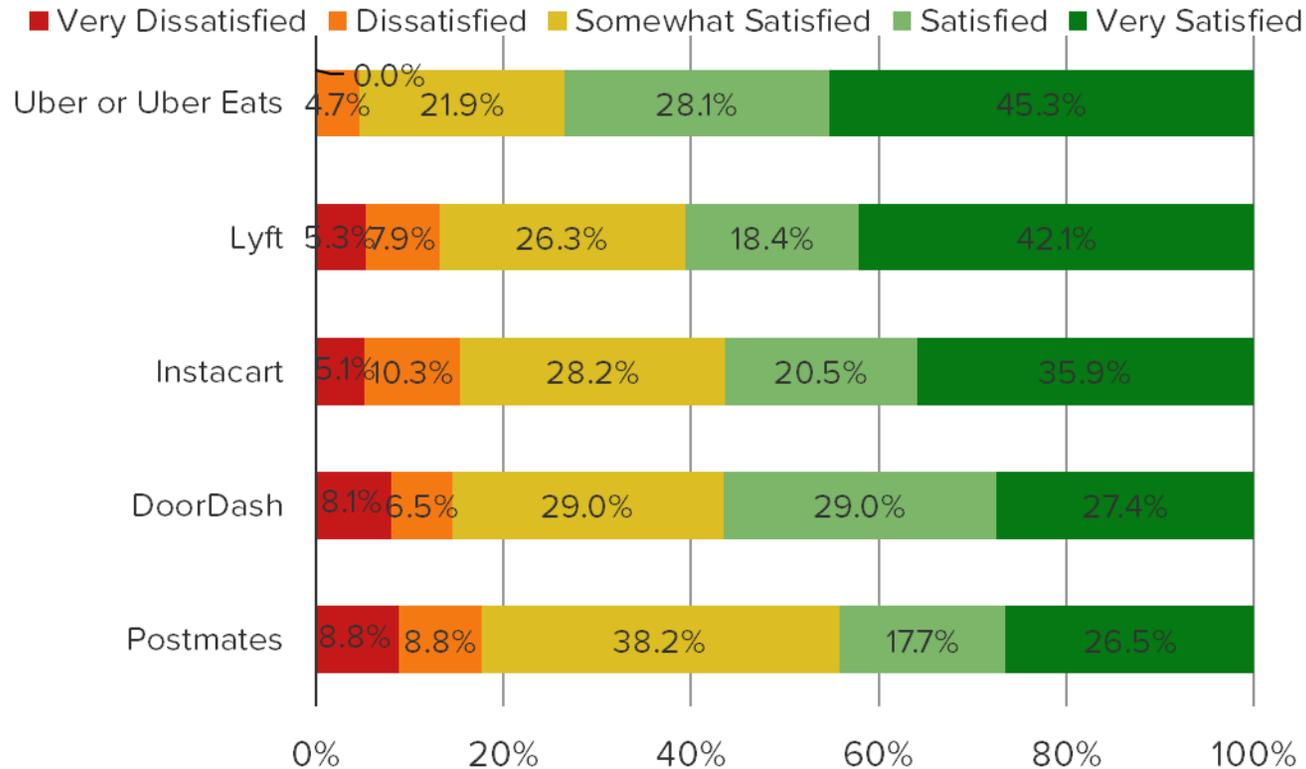
Have the incentives offered by these platforms been changing?

Posed to app-based drivers who drive for each of the following.

	Worsening	No Change	Improving
Uber or Uber Eats	4.7%	34.4%	60.9%
Lyft	5.3%	44.7%	50.0%
Instacart	10.3%	48.7%	41.0%
Postmates	11.8%	52.9%	35.3%
DoorDash	12.9%	50.0%	37.1%

Do you expect take rates to change at all in the next year? (ie, the percentage that is paid to the platform on your ride/delivery).
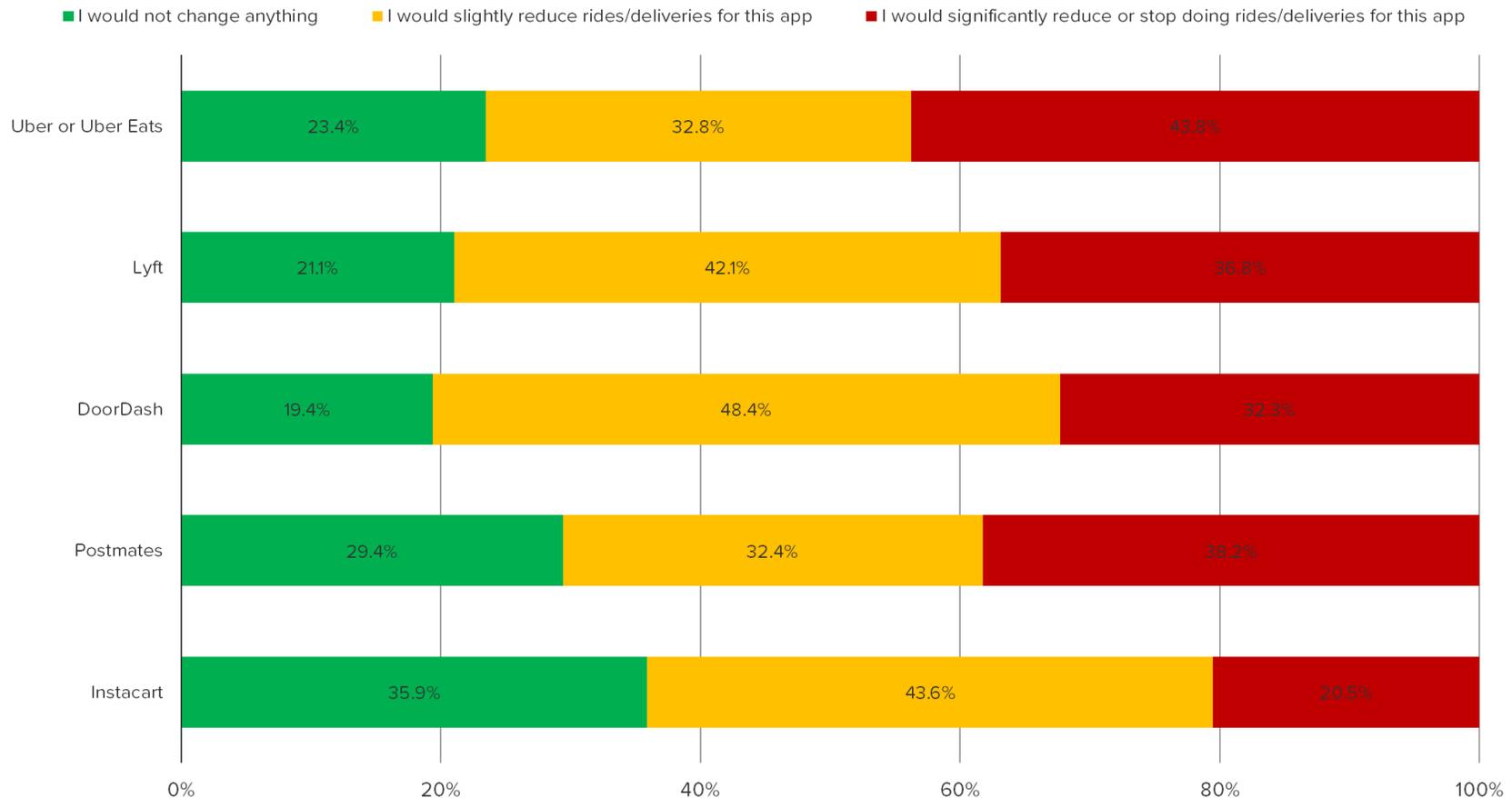
Posed to app-based drivers who drive for each of the following.

Legend: ■ I expect take rates to increase ■ No change ■ I expect take rates to decline

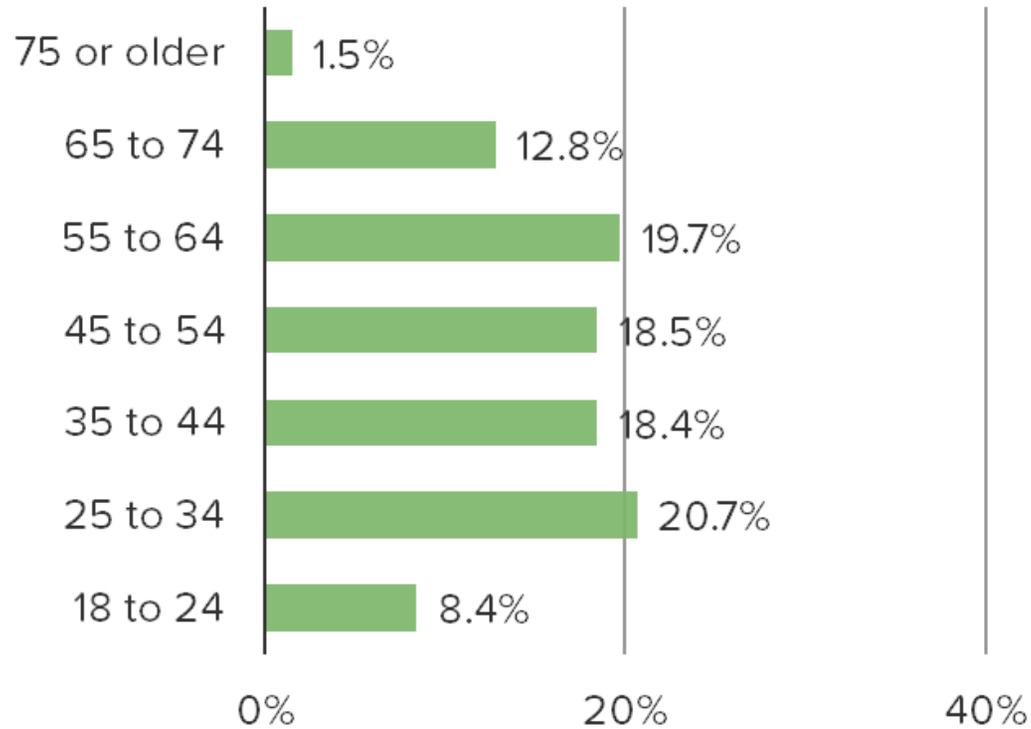| Platform	I expect take rates to increase	No change	I expect take rates to decline
DoorDash	22.6%	45.2%	32.3%
Uber or Uber Eats	29.7%	35.9%	34.4%
Lyft	26.3%	50.0%	23.7%
Postmates	35.3%	44.1%	20.6%
Instacart	43.6%	38.5%	18.0%

What would you do if this platform/app increased their take rate? (ie, if they increased the percentage of the ride or delivery that they kept and reduced the percentage that you get)

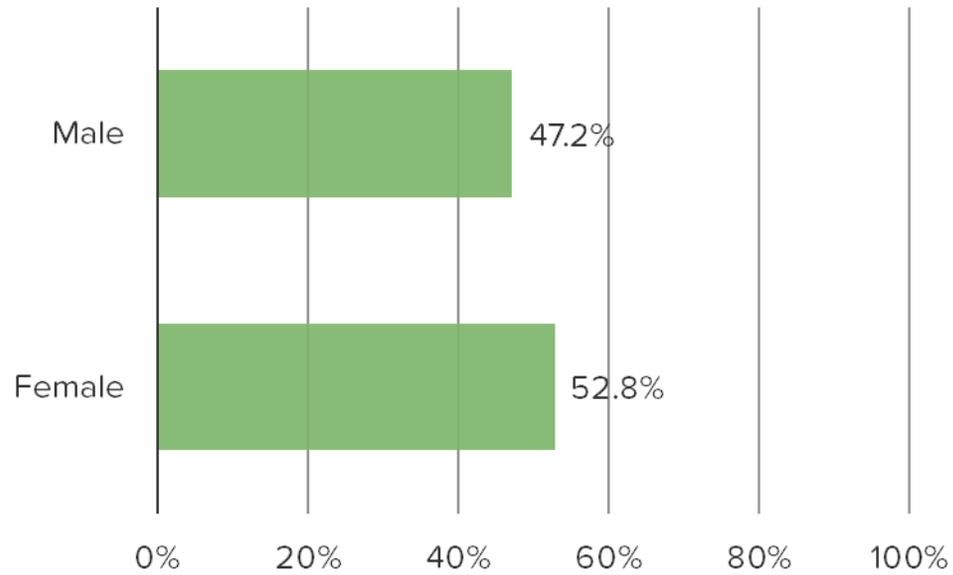*Posed to app-based drivers who drive for each of the following.*

- I would not change anything
- I would slightly reduce rides/deliveries for this app
- I would significantly reduce or stop doing rides/deliveries for this app

	Green	Yellow	Red
Uber or Uber Eats	23.4%	32.8%	43.8%
Lyft	21.1%	42.1%	36.8%
DoorDash	19.4%	48.4%	32.3%
Postmates	29.4%	32.4%	38.2%
Instacart	35.9%	43.6%	20.5%

What is your age?
Posed to all respondents.

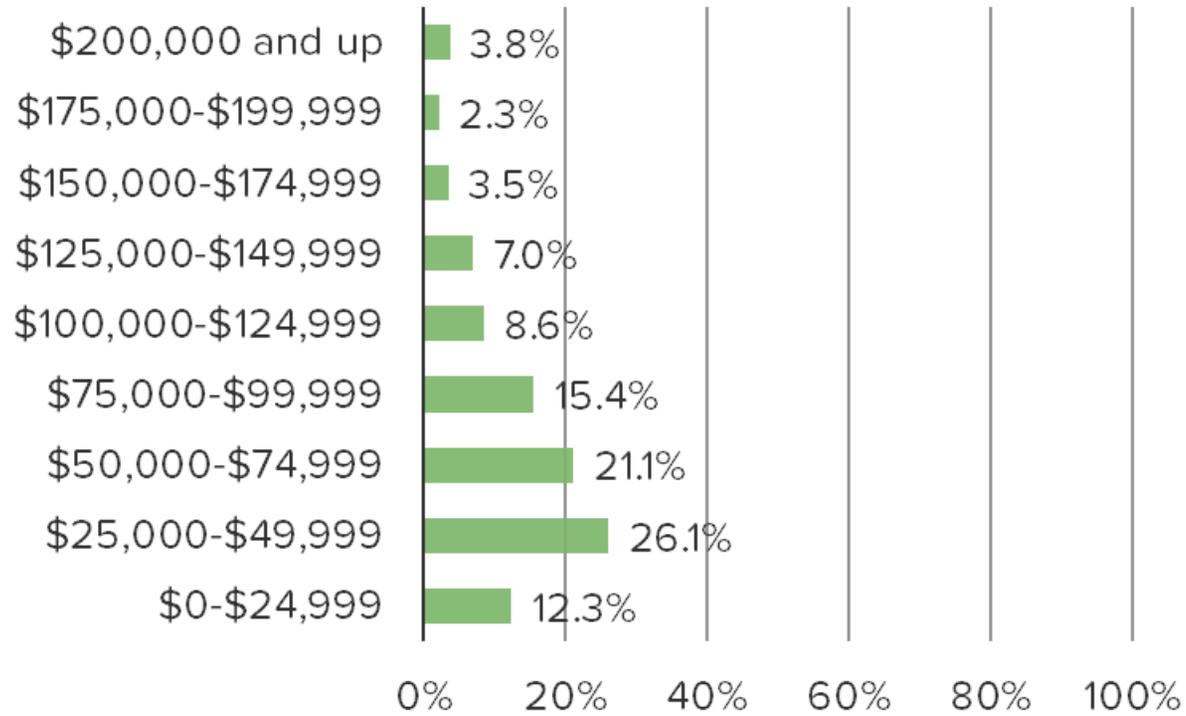| Age	Percent
75 or older	1.5%
65 to 74	12.8%
55 to 64	19.7%
45 to 54	18.5%
35 to 44	18.4%
25 to 34	20.7%
18 to 24	8.4%

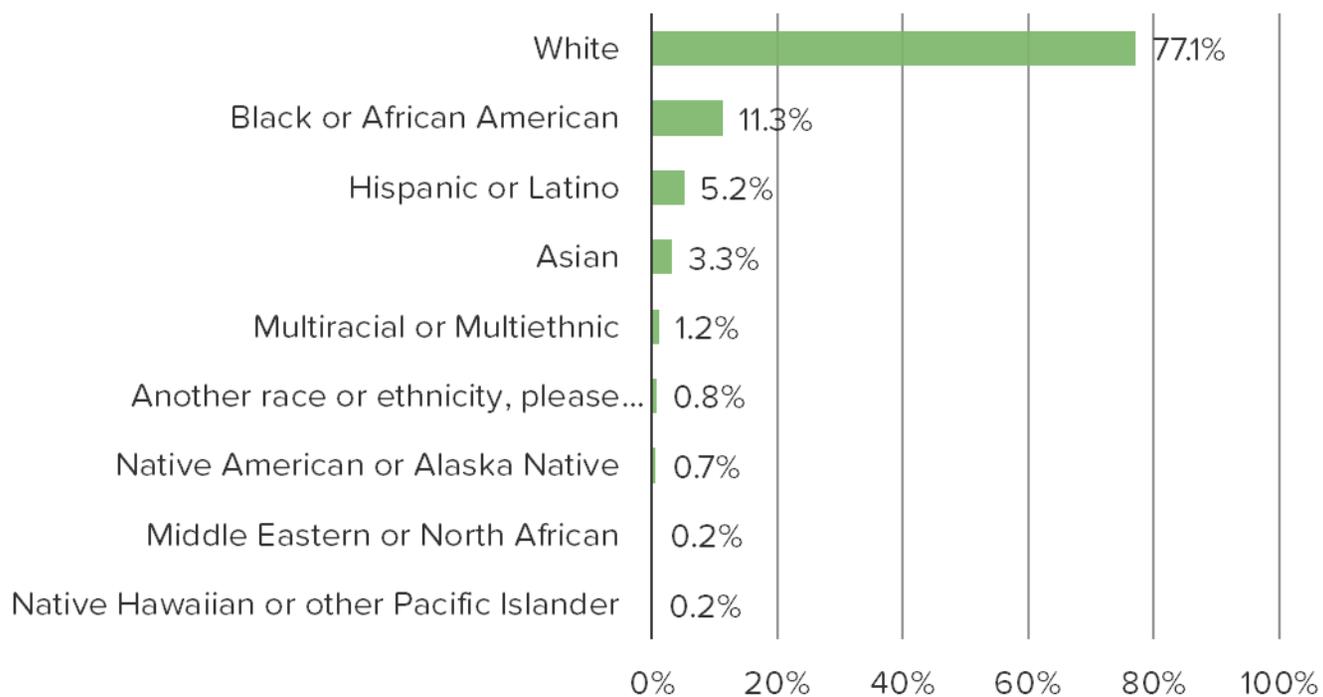## What is your gender?

Posed to all respondents.

What is your approximate average household income??

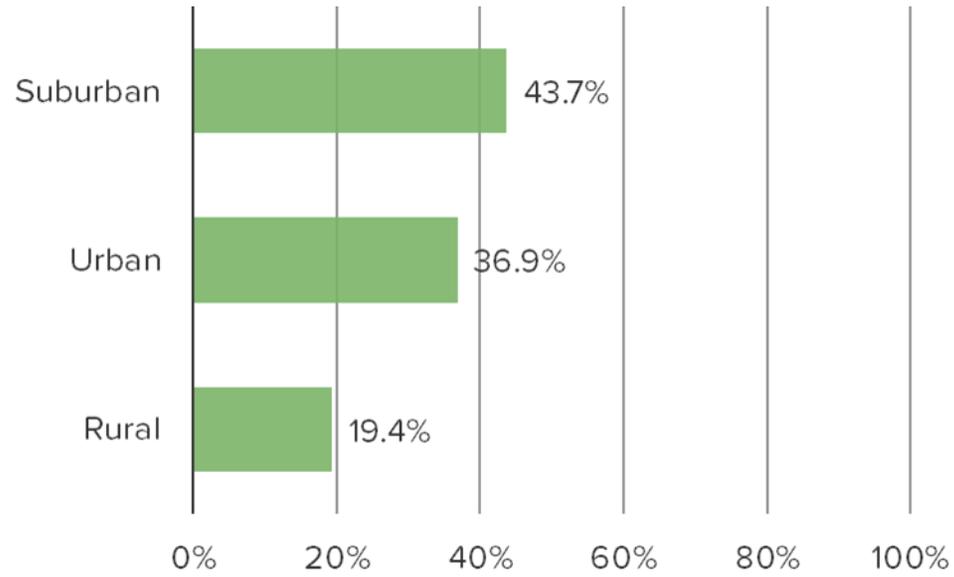*Posed to all respondents.*

What is your race or ethnicity?
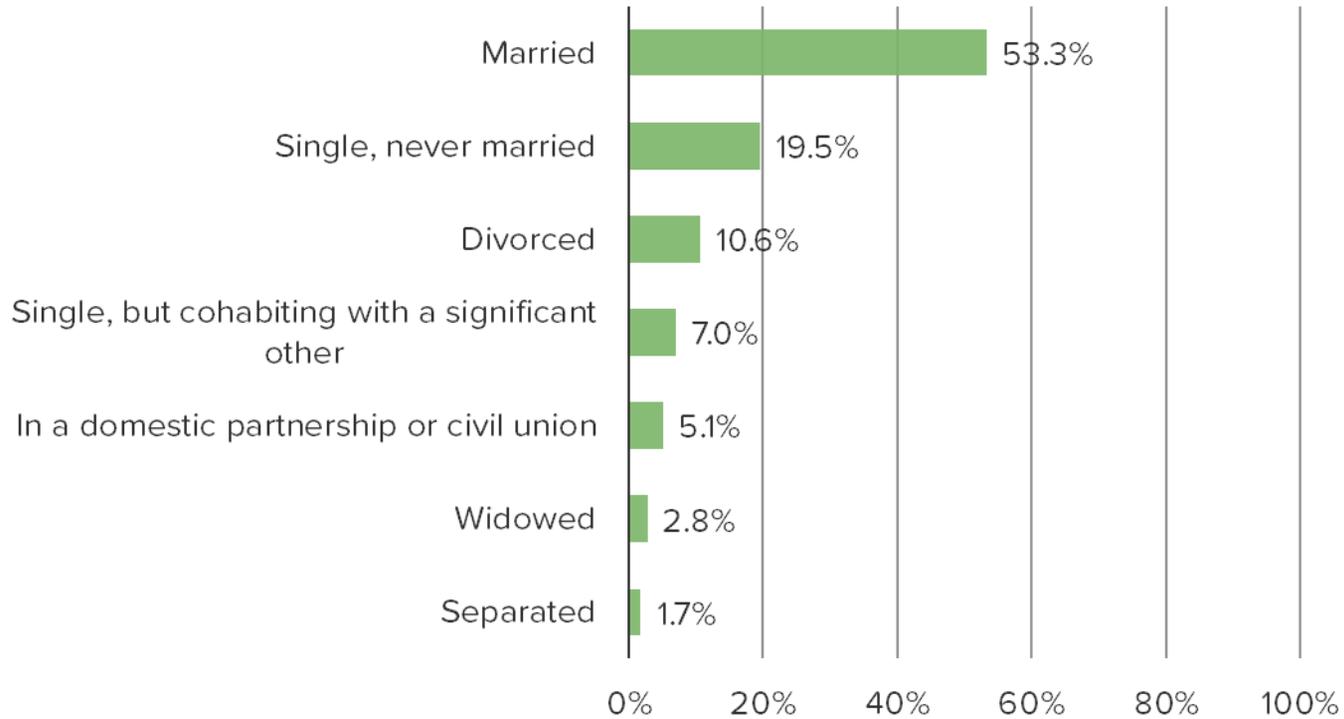
Posed to all respondents.

Do you live in an urban, suburban, or rural area?
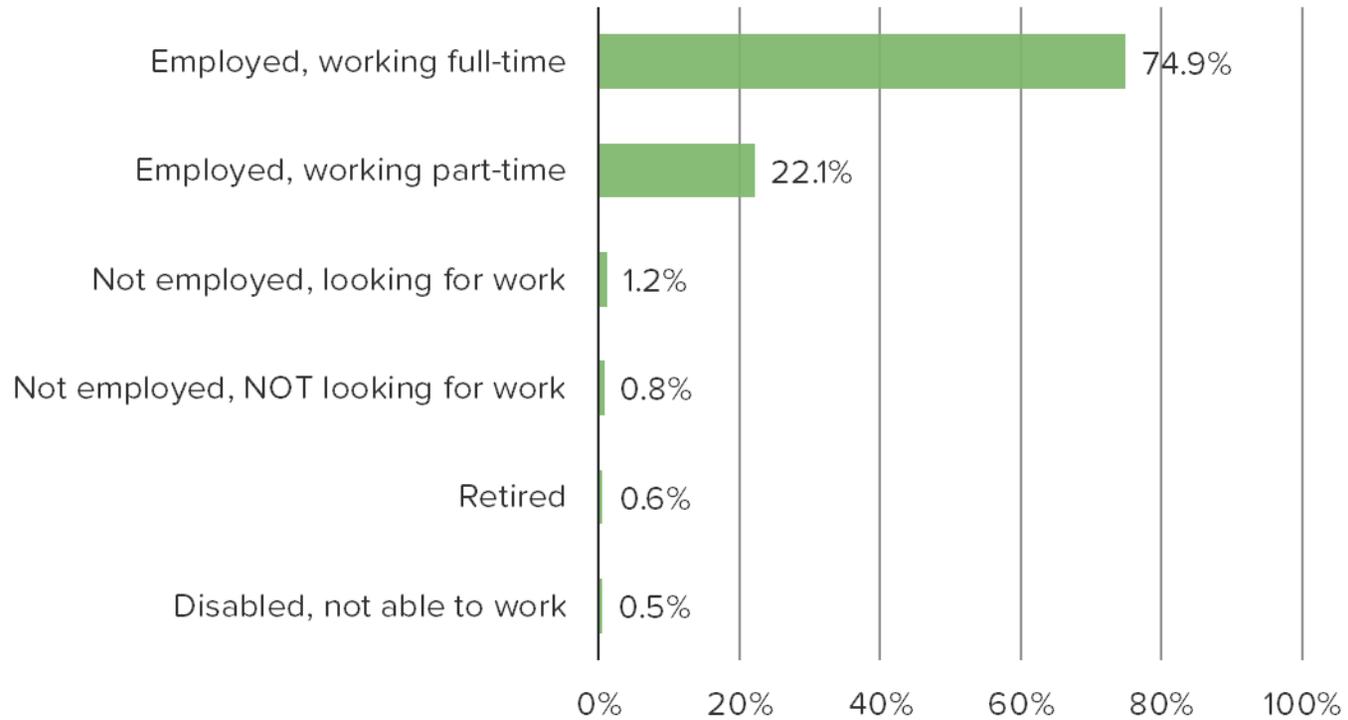
Posed to all respondents.

Which of the following best describes your current relationship status?

Posed to all respondents.

Which of the following categories best describes your employment status?

Posed to all respondents.

Category	Percent
Employed, working full-time	74.9%
Employed, working part-time	22.1%
Not employed, looking for work	1.2%
Not employed, NOT looking for work	0.8%
Retired	0.6%
Disabled, not able to work	0.5%

Are you self-employed?

Posed to all respondents.