

BESPOKE SURVEYS

Ride Sharing and Food Delivery, Vol 23

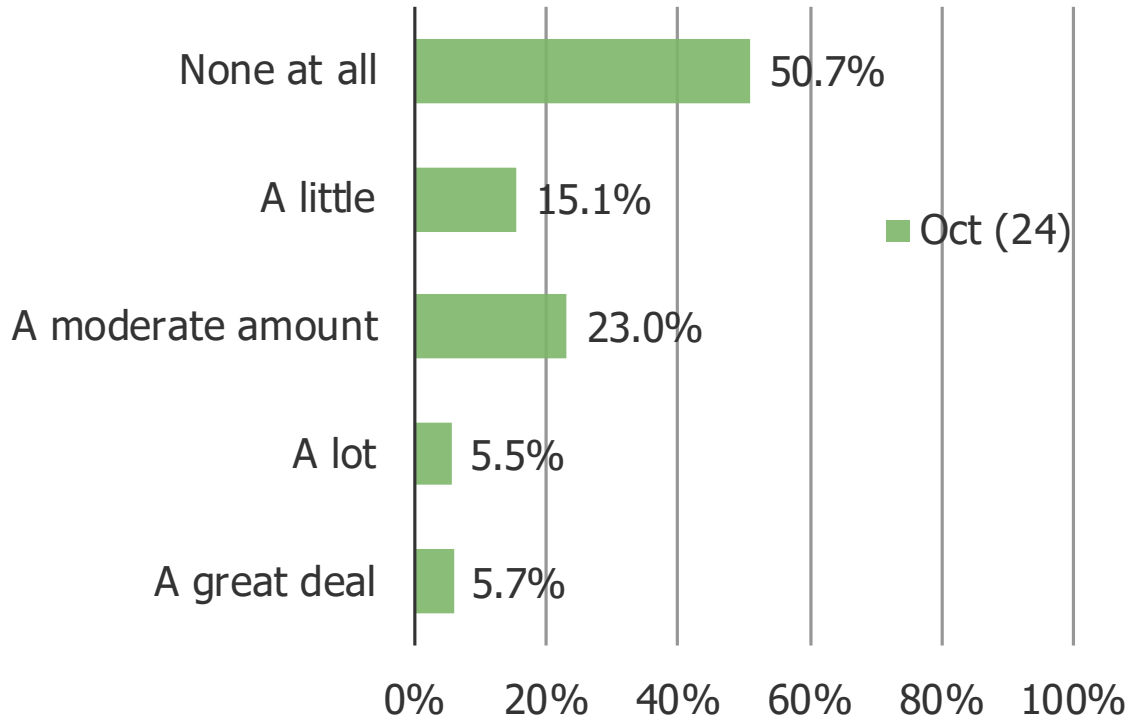
1,000+ Respondents Per Quarter

Ride Sharing

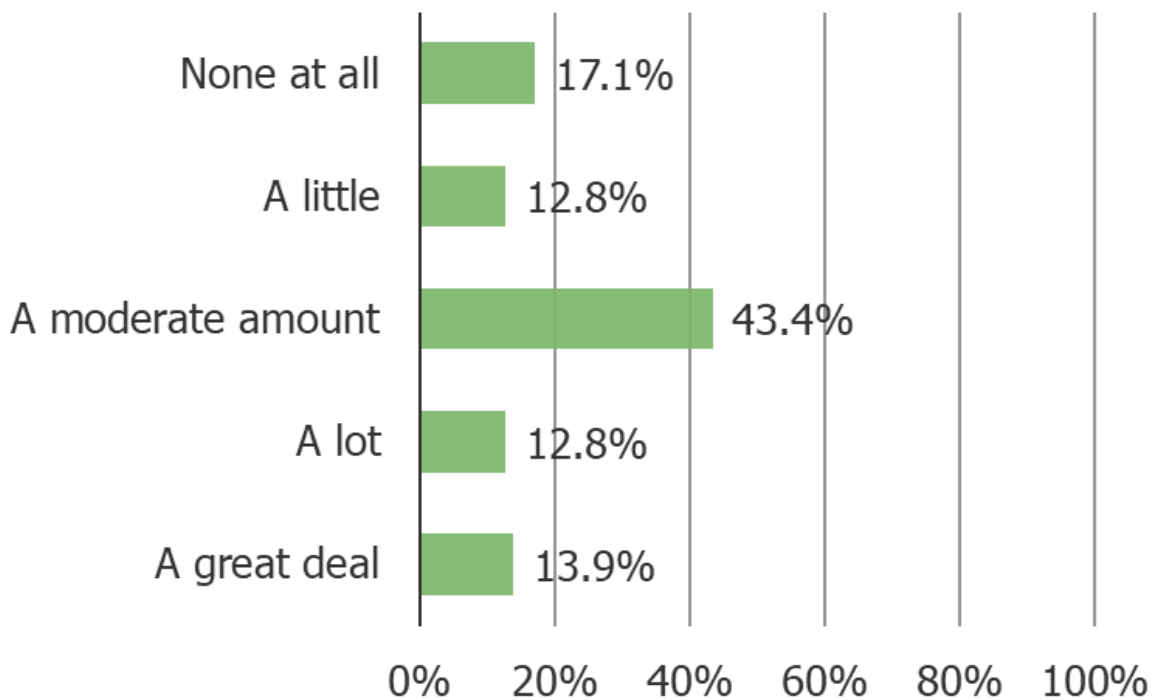
NEW QUESTIONS

HOW MUCH TRUST WOULD YOU HAVE IN USING A ROBOTAXI SERVICE? IE - LIKE UBER OR LYFT, BUT A DRIVER-LESS CAR.

Posed to all respondents.

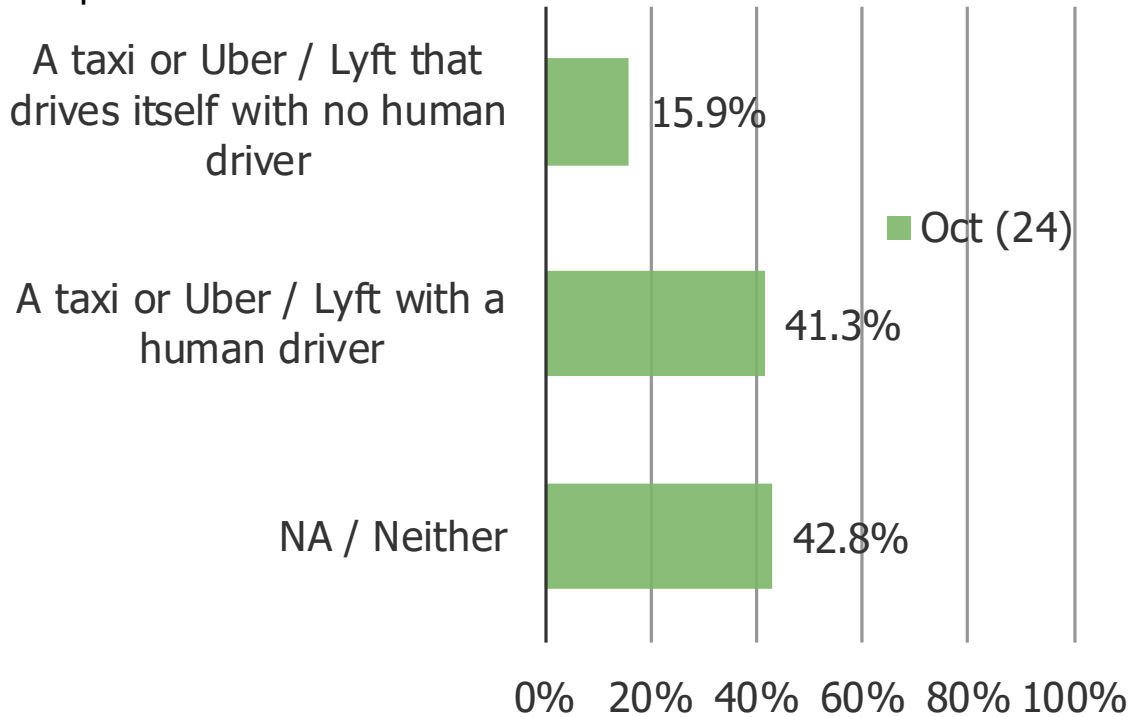


Respondents who use Uber at least monthly (N = 251)

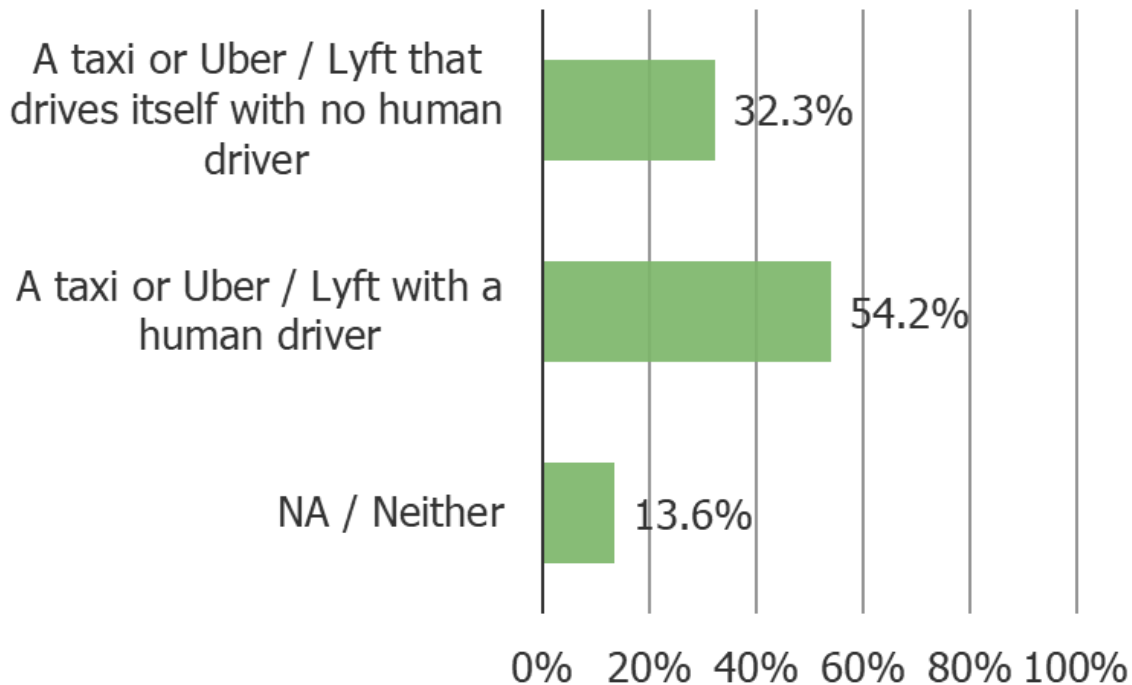


IF IT WAS THE SAME PRICE, WHICH WOULD YOU PREFER?

Posed to all respondents.

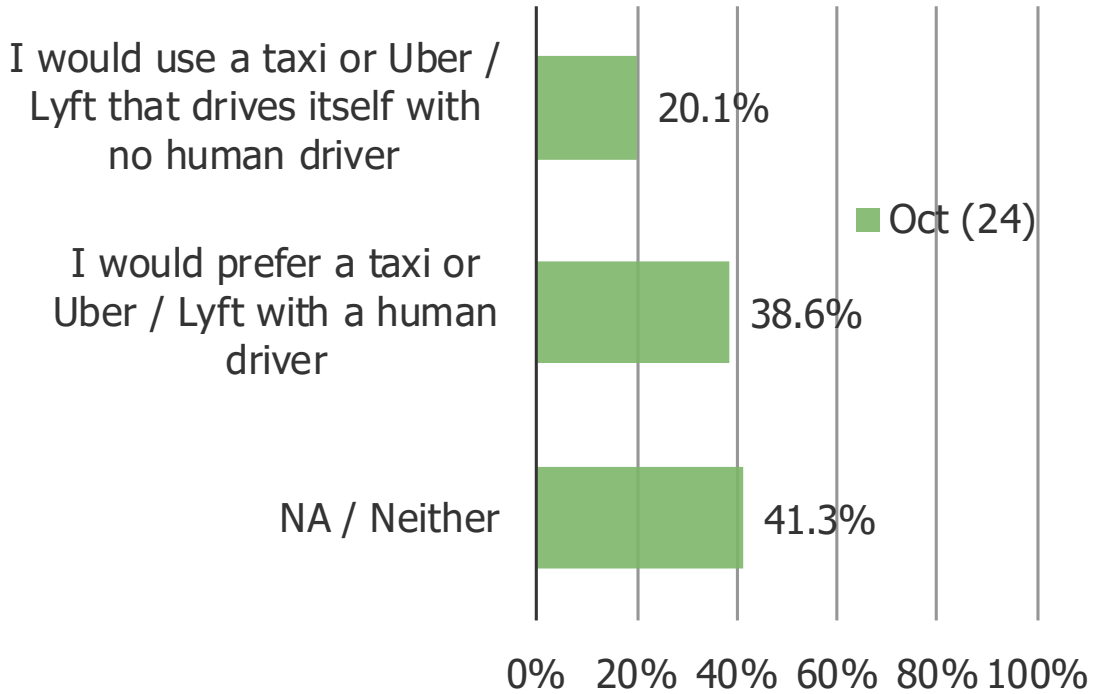


Respondents who use Uber at least monthly (N = 251)

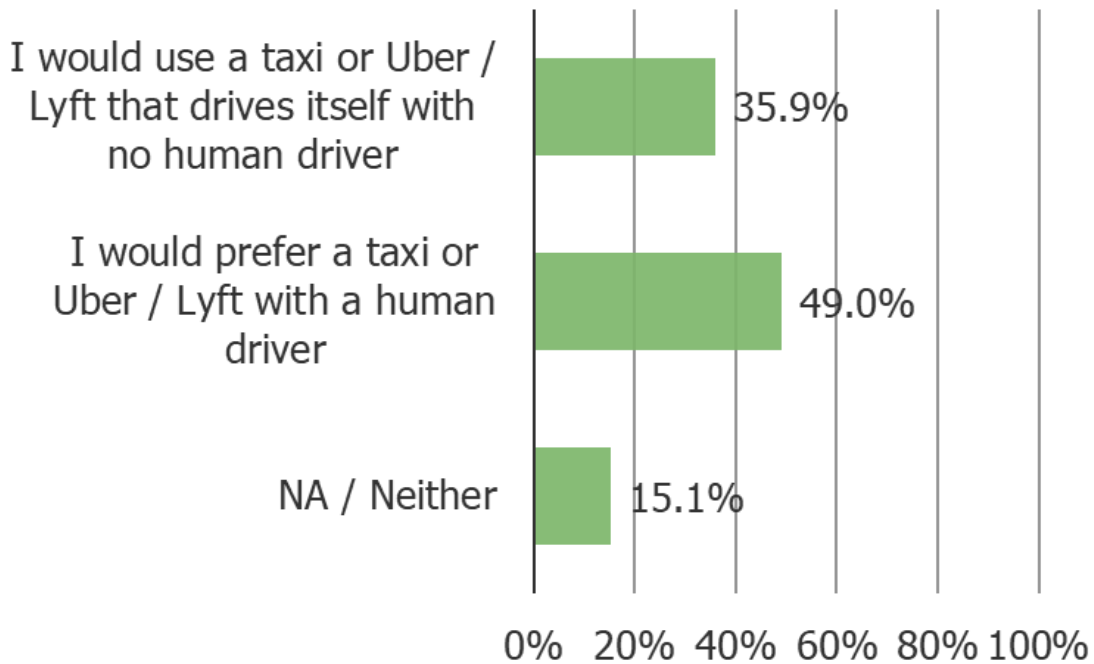


WHAT IF SELF-DRIVING TAXIS OR UBER / LYFTS WERE CHEAPER THAN HAVING A HUMAN DRIVER?

Posed to all respondents.



Respondents who use Uber at least monthly (N = 251)

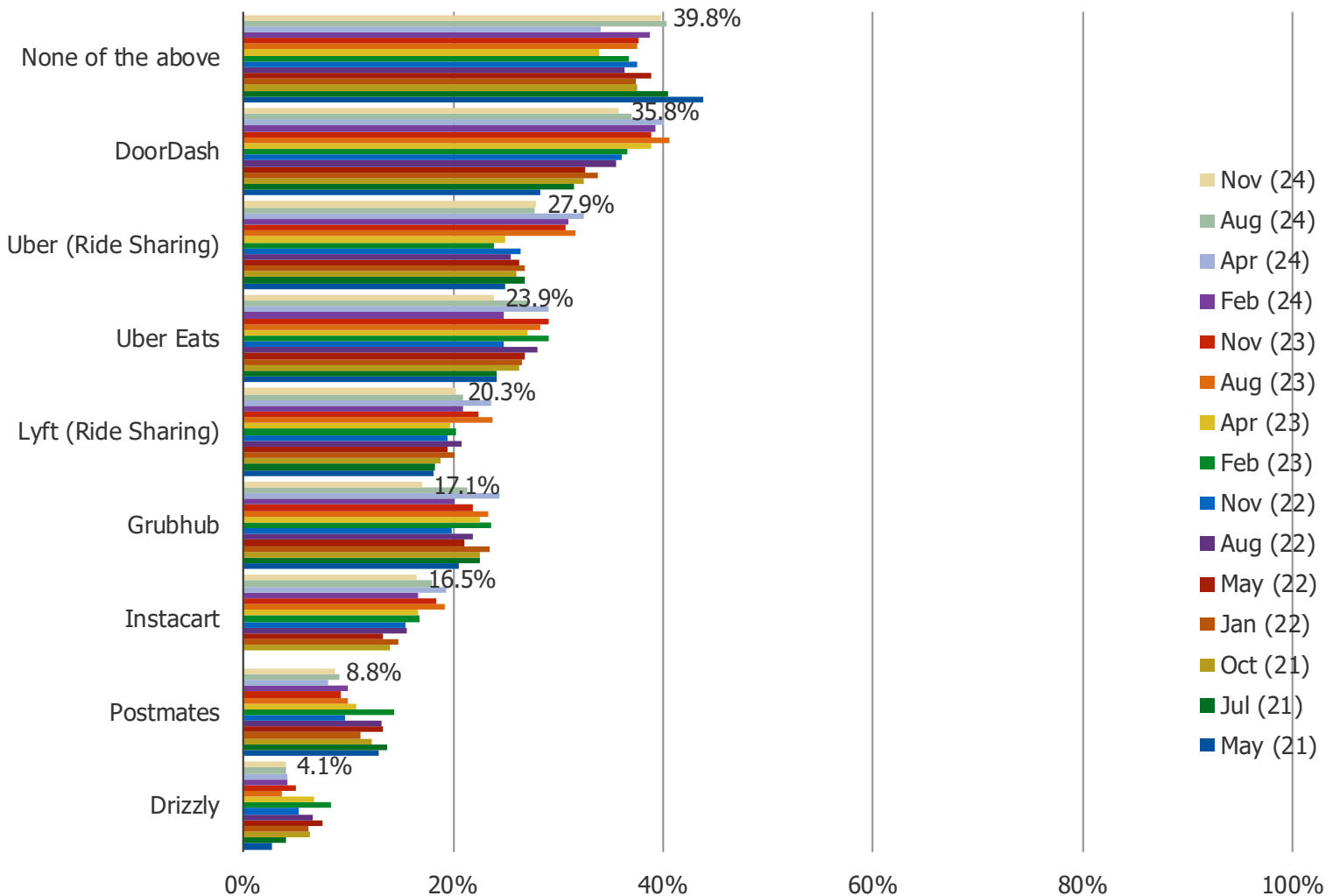


Ride Sharing

PLATFORM DYNAMICS

HAVE YOU EVER USED ANY OF THE FOLLOWING APPS/PLATFORMS? SELECT ALL THAT APPLY

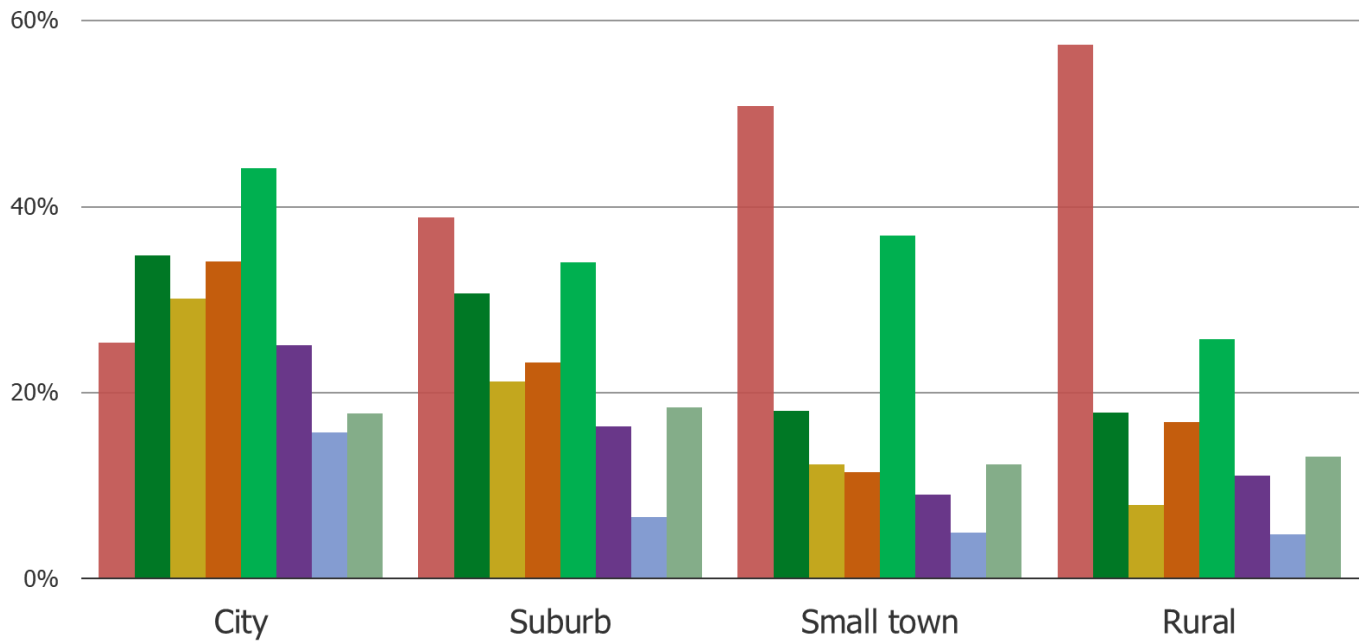
Posed to all respondents...



HAVE YOU EVER USED ANY OF THE FOLLOWING APPS/PLATFORMS? SELECT ALL THAT APPLY

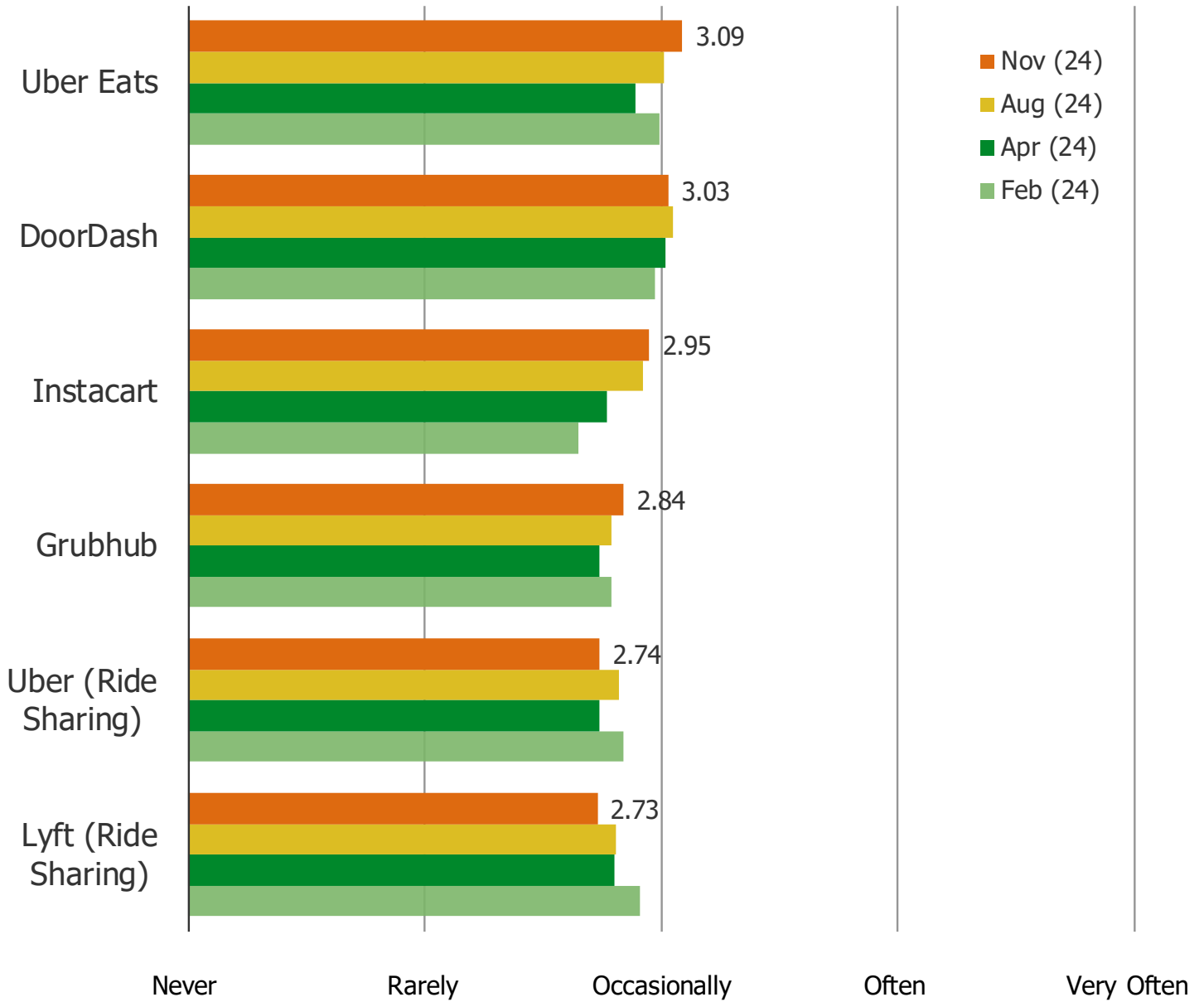
Posed to all respondents...

- None of the above
- Uber (Ride Sharing)
- Lyft (Ride Sharing)
- Uber Eats
- DoorDash
- Grubhub
- Postmates
- Instacart



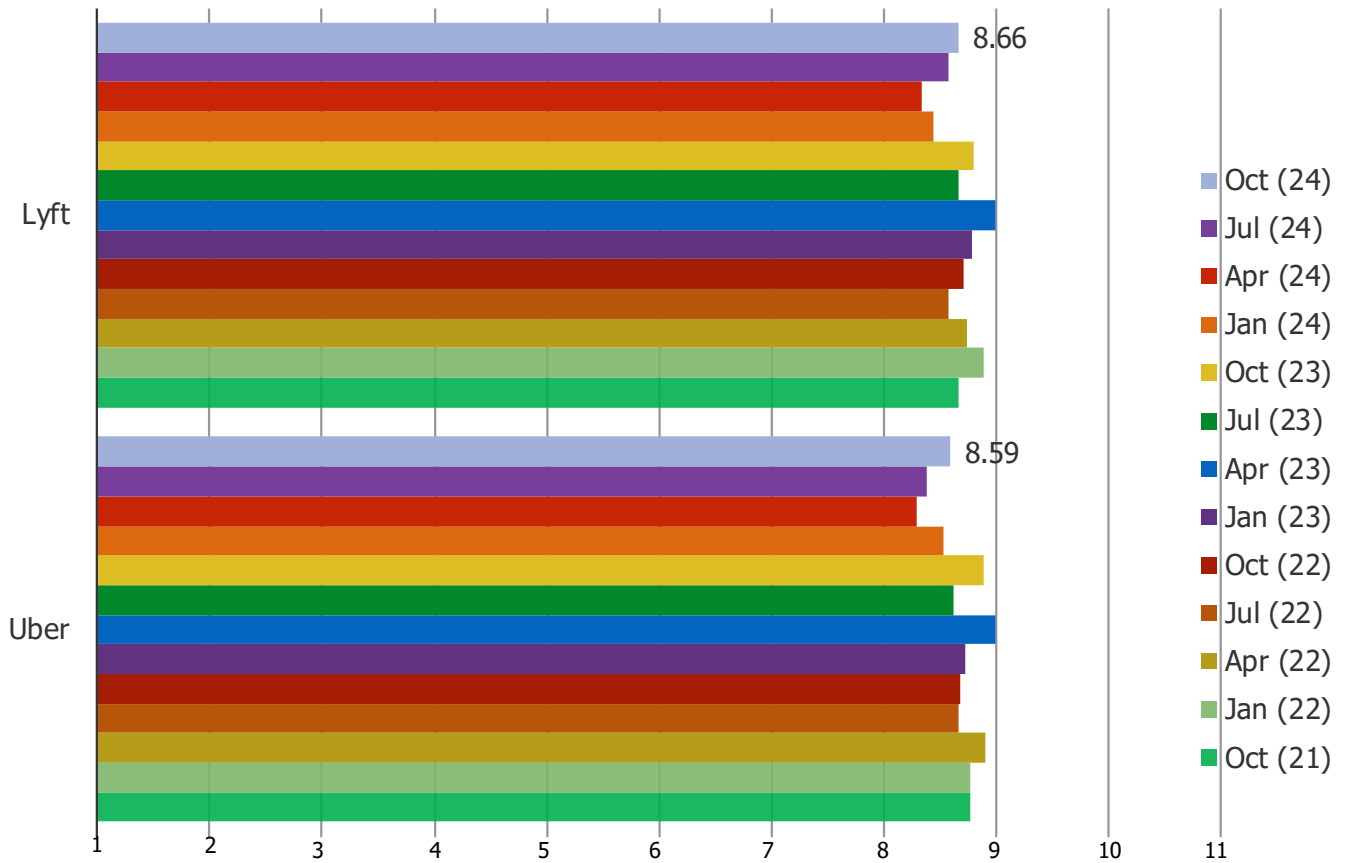
HOW OFTEN WOULD YOU SAY YOU CURRENTLY USE EACH OF THE FOLLOWING?

Posed to all respondents who use each of the below.



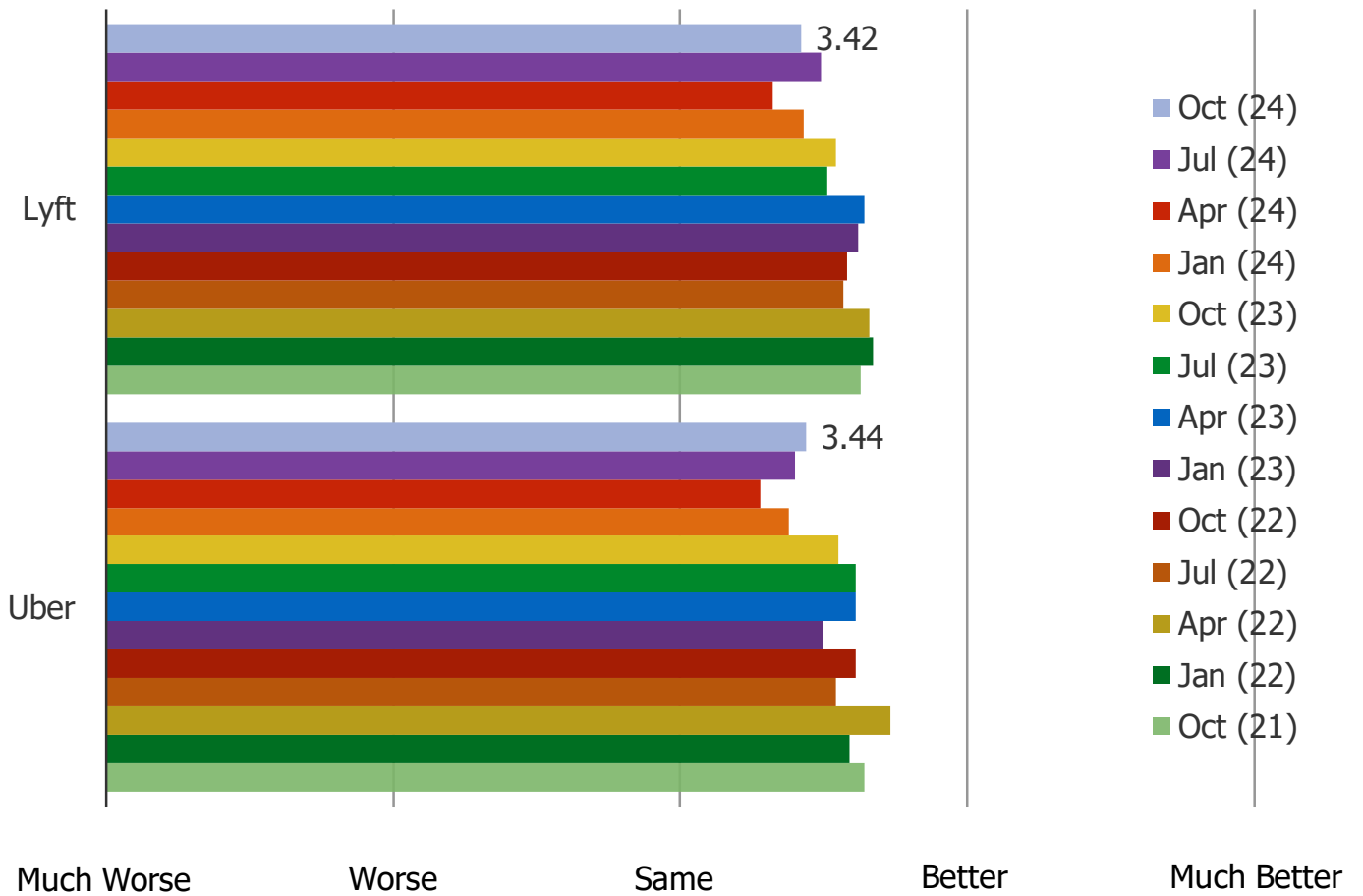
HOW WOULD YOU RATE THE USER EXPERIENCE WHEN INTERACTING WITH THE FOLLOWING?

Posed to respondents who have the following downloaded on their phone.



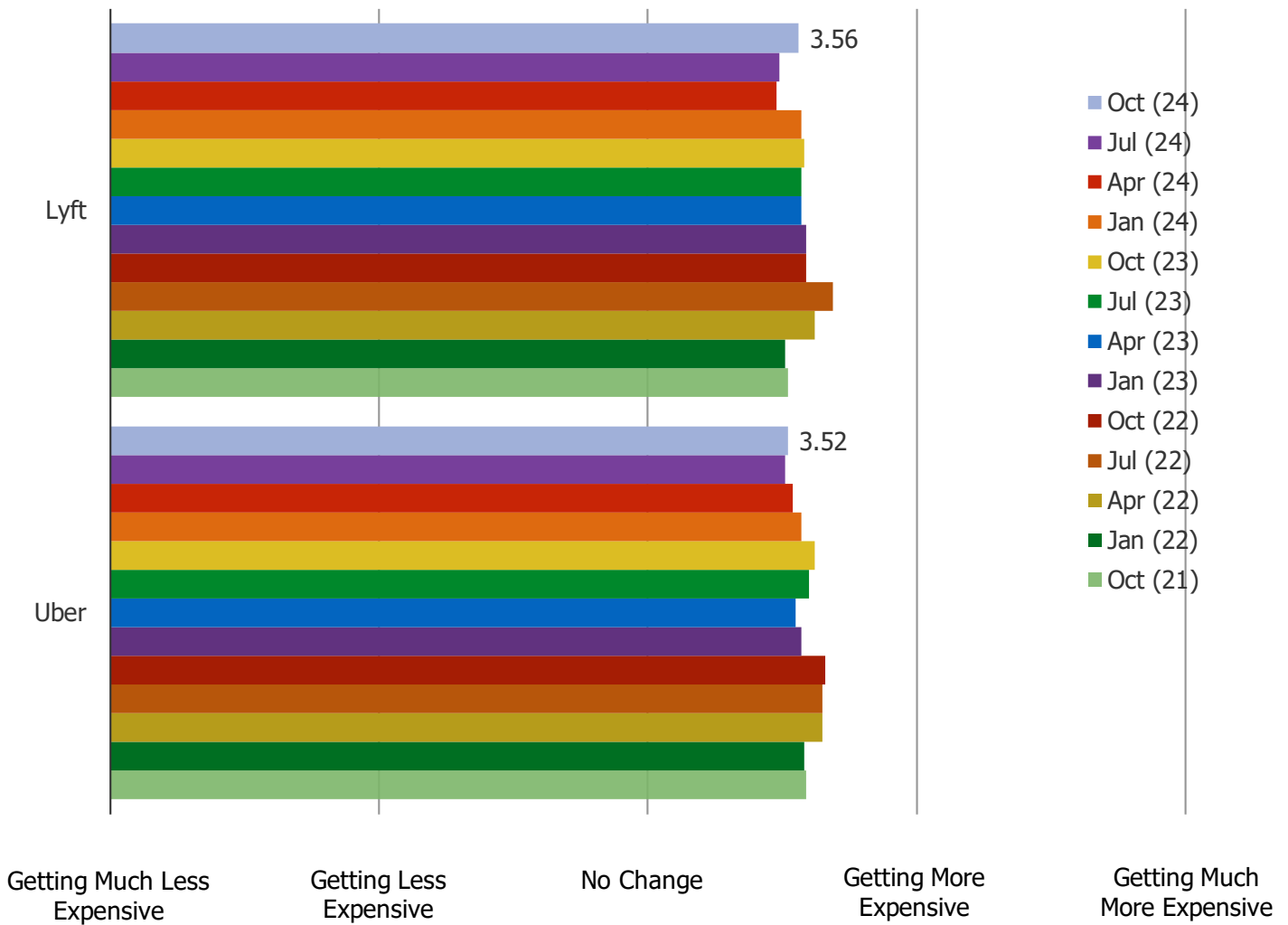
IN YOUR OPINION, HAS THE EXPERIENCE OF USING THE FOLLOWING GOTTEN BETTER OR WORSE OVER TIME?

Posed to respondents who have the following downloaded on their phone.



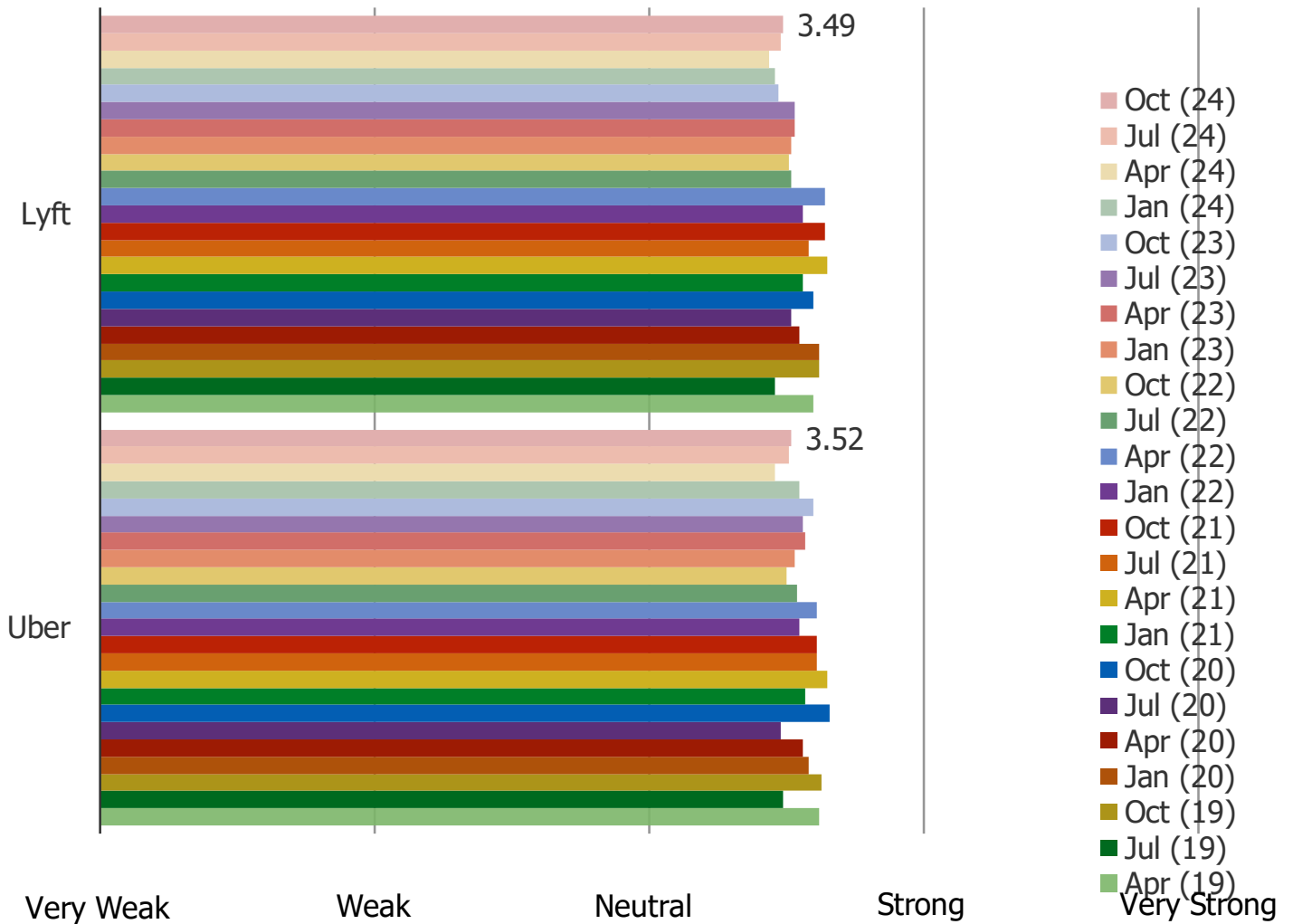
TO YOUR KNOWLEDGE, HAVE THE PRICES TO USE THE FOLLOWING BEEN CHANGING AT ALL?

Posed to respondents who have the following downloaded on their phone.



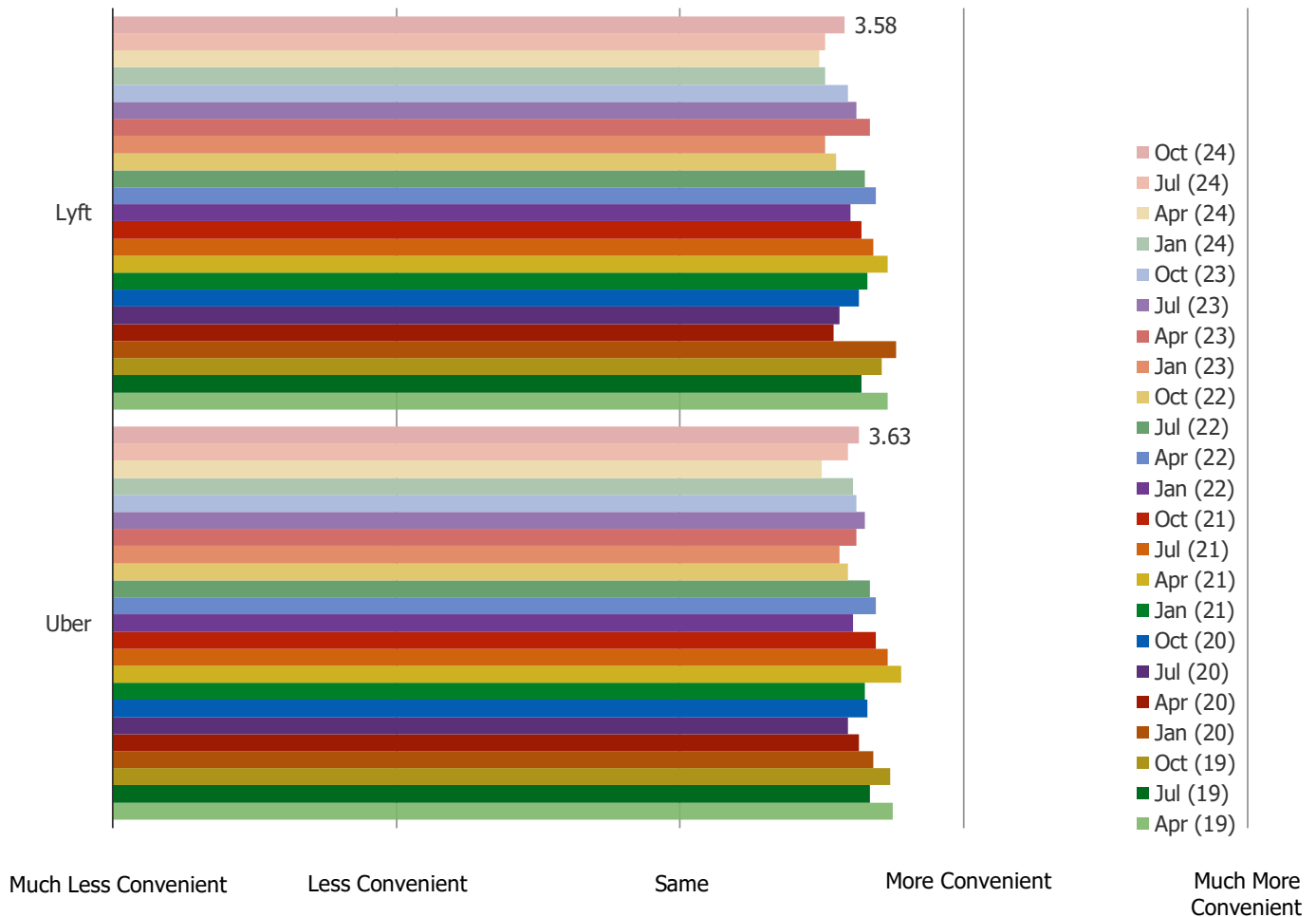
WHAT IS YOUR OPINION OF THE VALUE OF USING EACH OF THESE SERVICES?

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



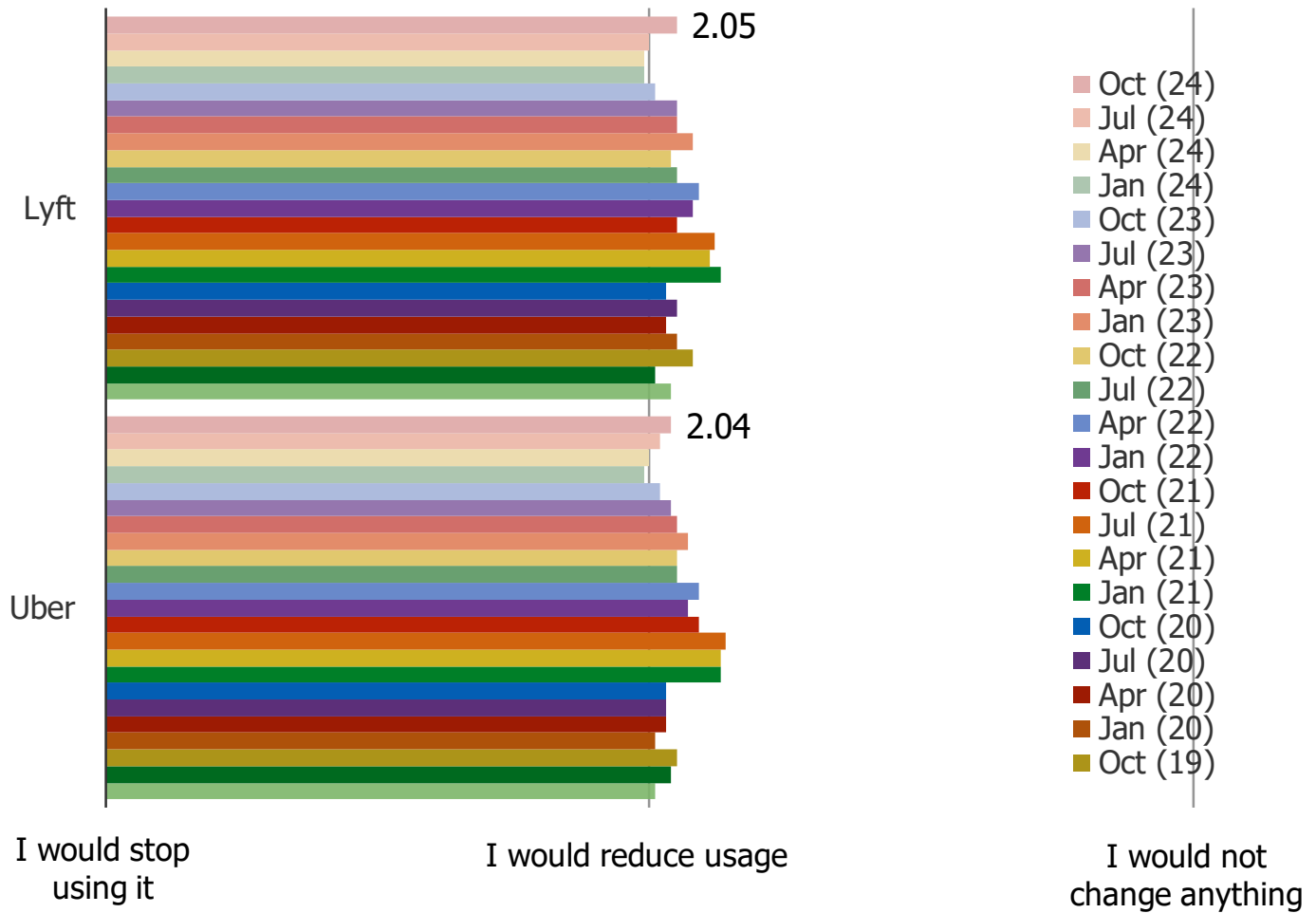
WHAT IS YOUR OPINION OF THE CONVENIENCE OF USING THIS SERVICE COMPARED TO ALTERNATIVE MEANS YOU WOULD USE TO TRAVEL?

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.

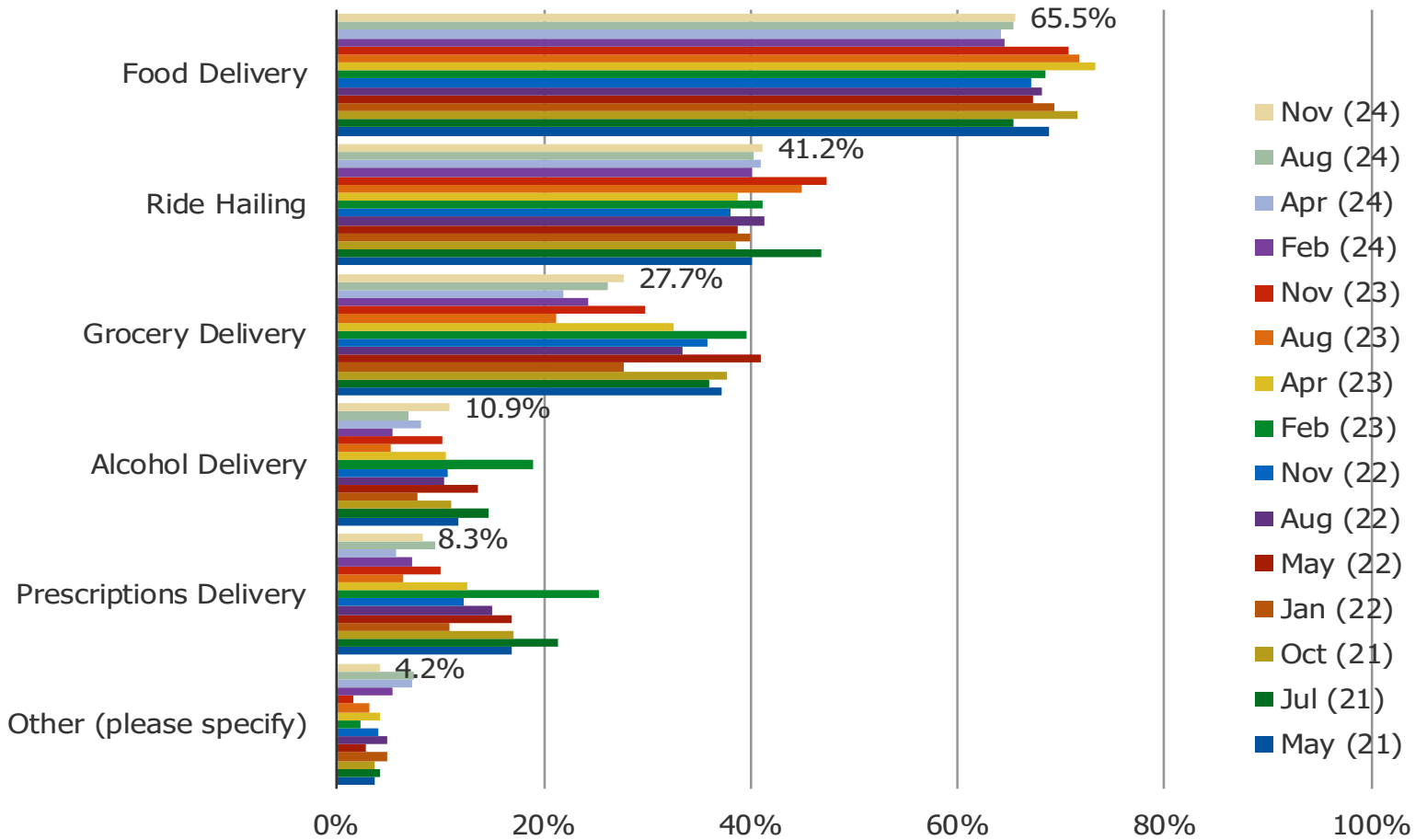


Ride Sharing

UBER PLATFORM SPECIFIC

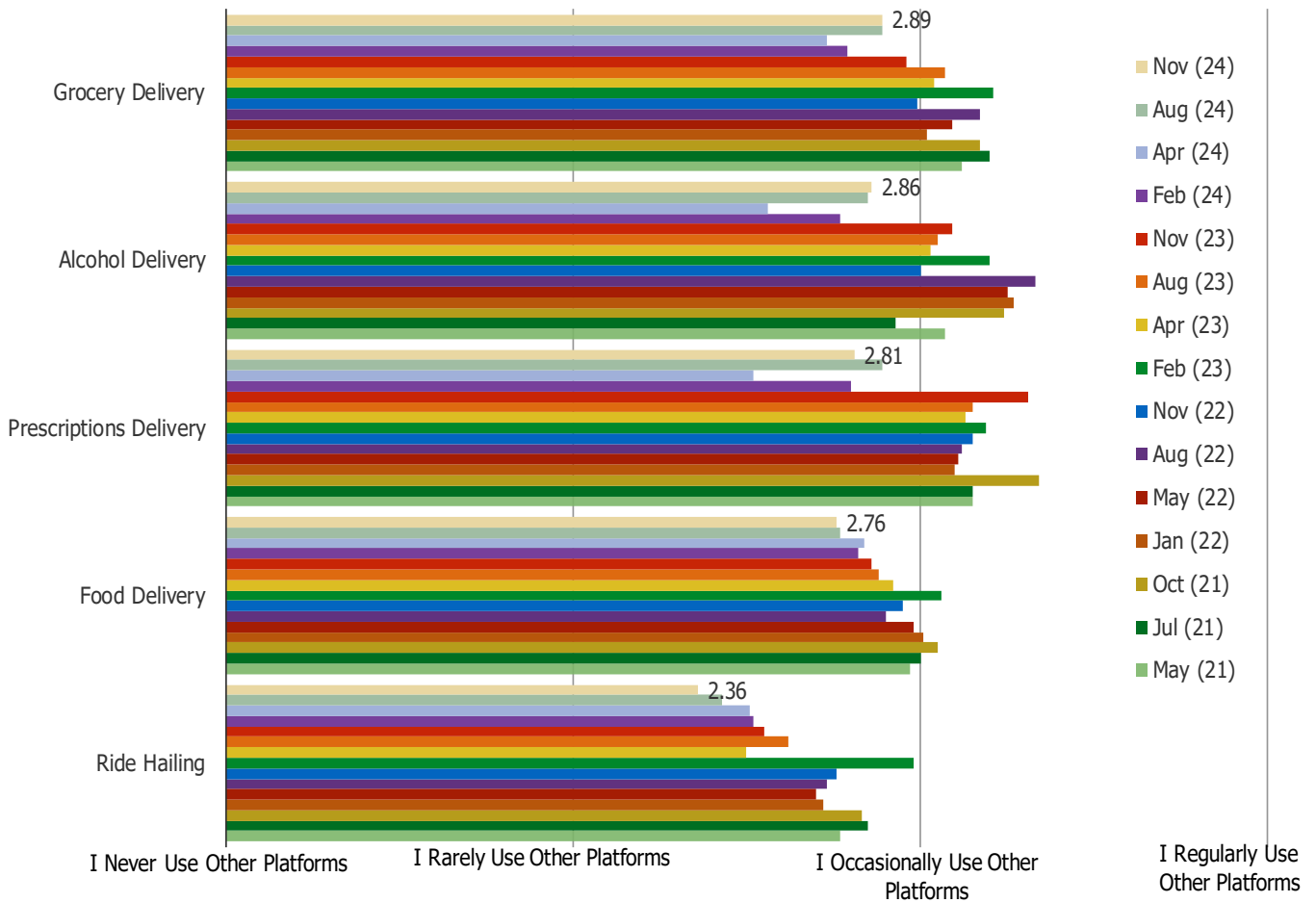
WHICH OF THE FOLLOWING DO YOU USE UBER / UBER EATS FOR?

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



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.

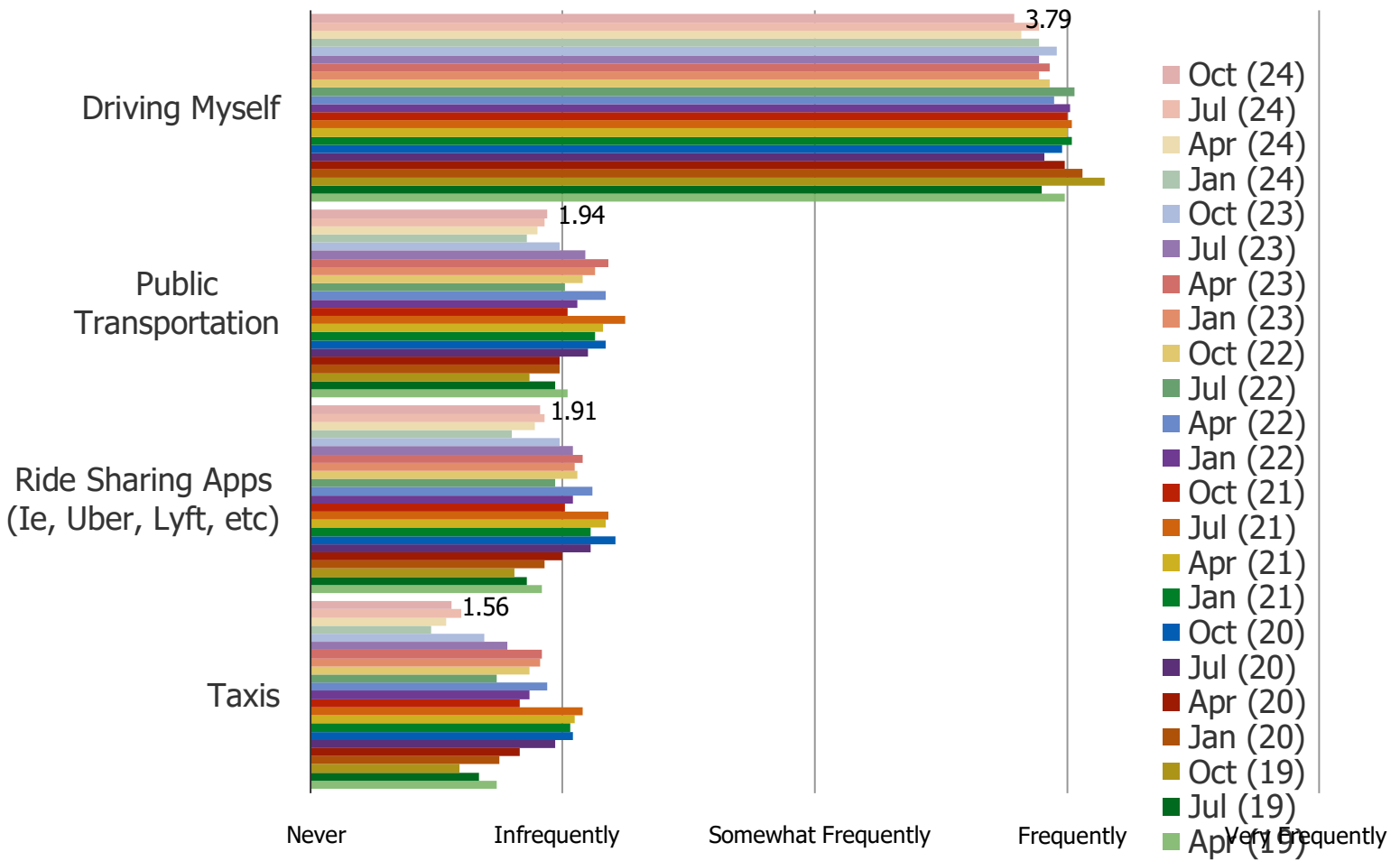


Ride Sharing

GENERAL TRANSPORTATION TREND DATA

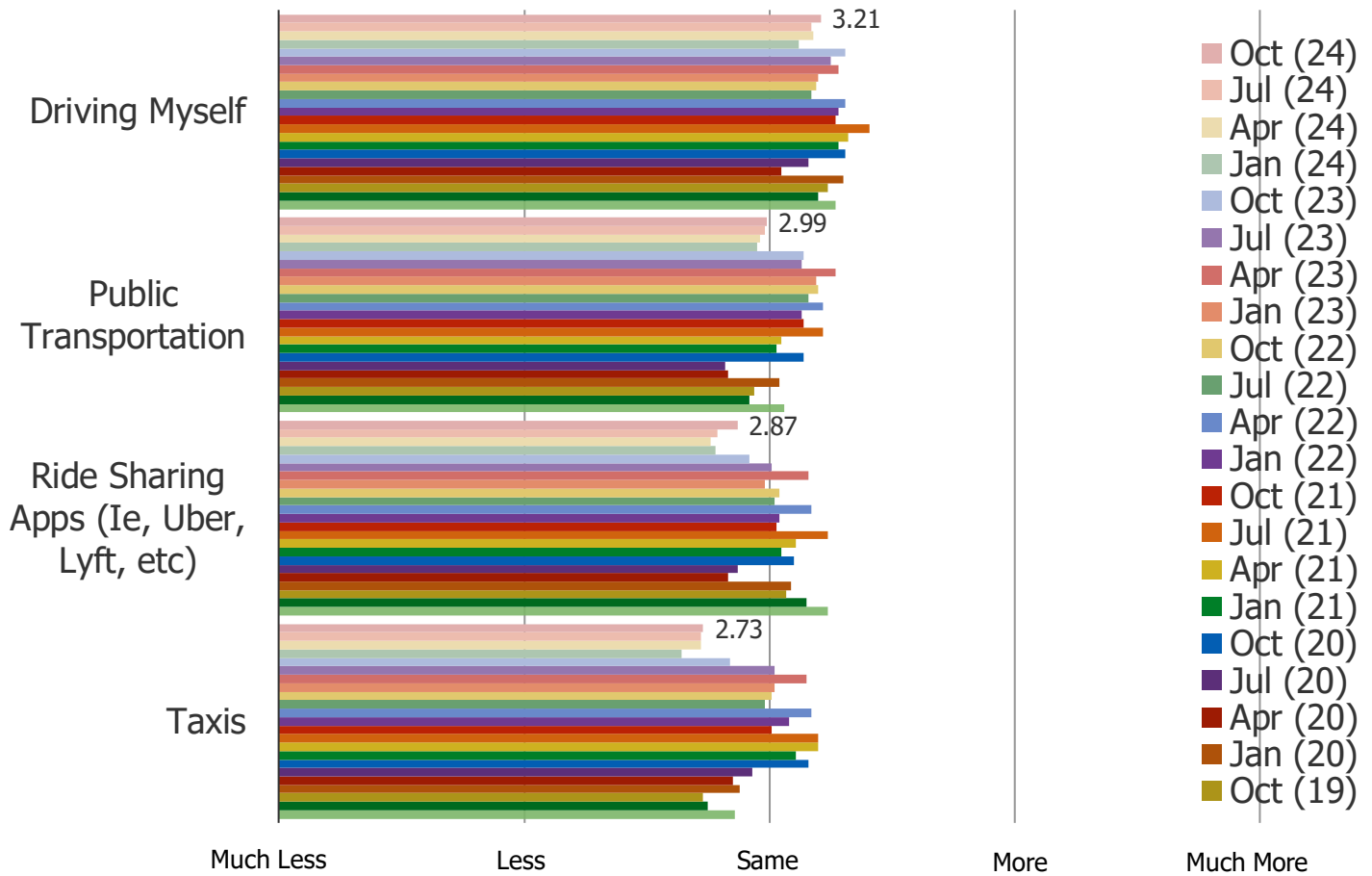
HOW OFTEN DO YOU USE THE FOLLOWING FORMS OF TRANSPORTATION?

Posed to all respondents.



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

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

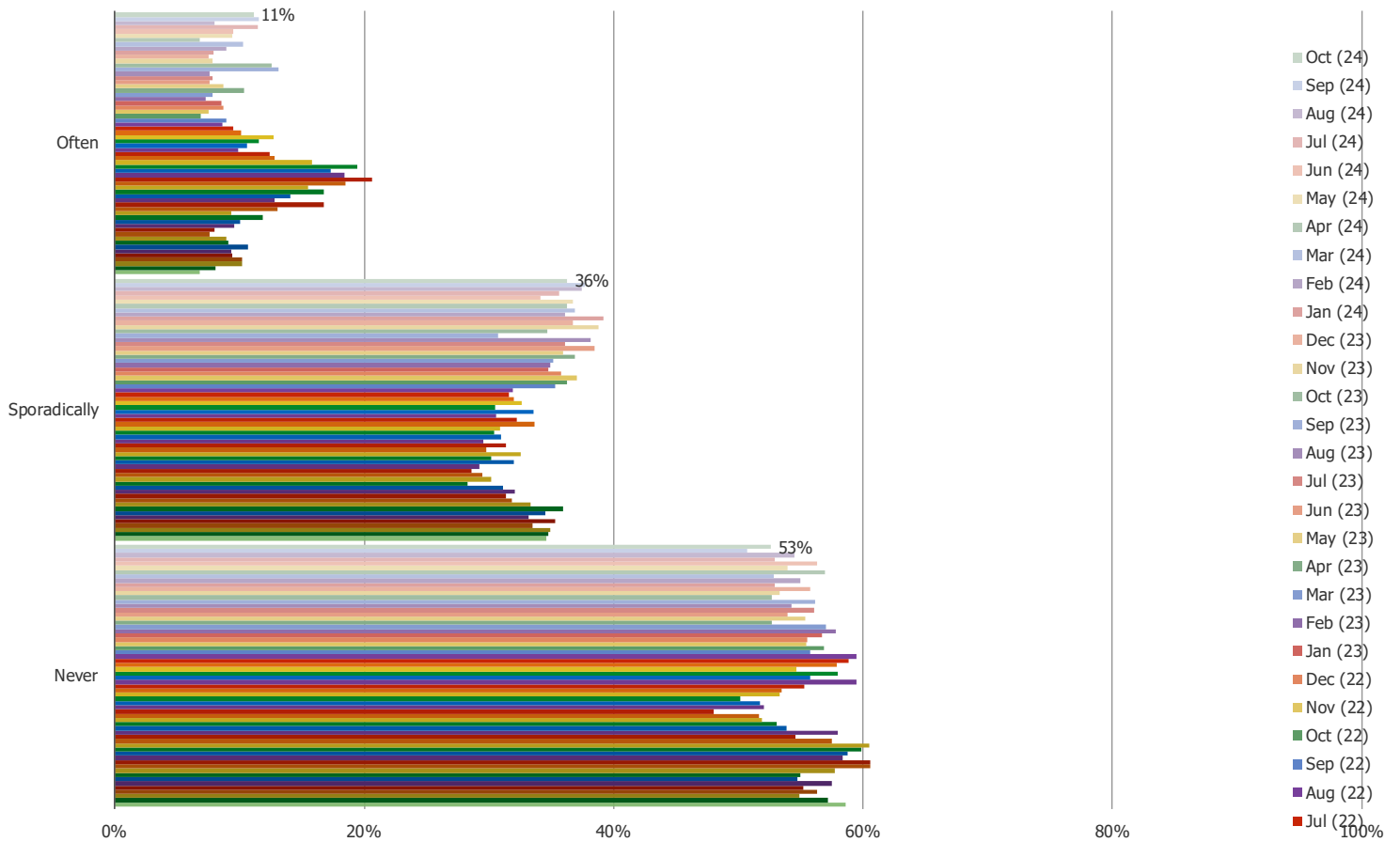


Ride Sharing

MONTHLY DATA TRACKING

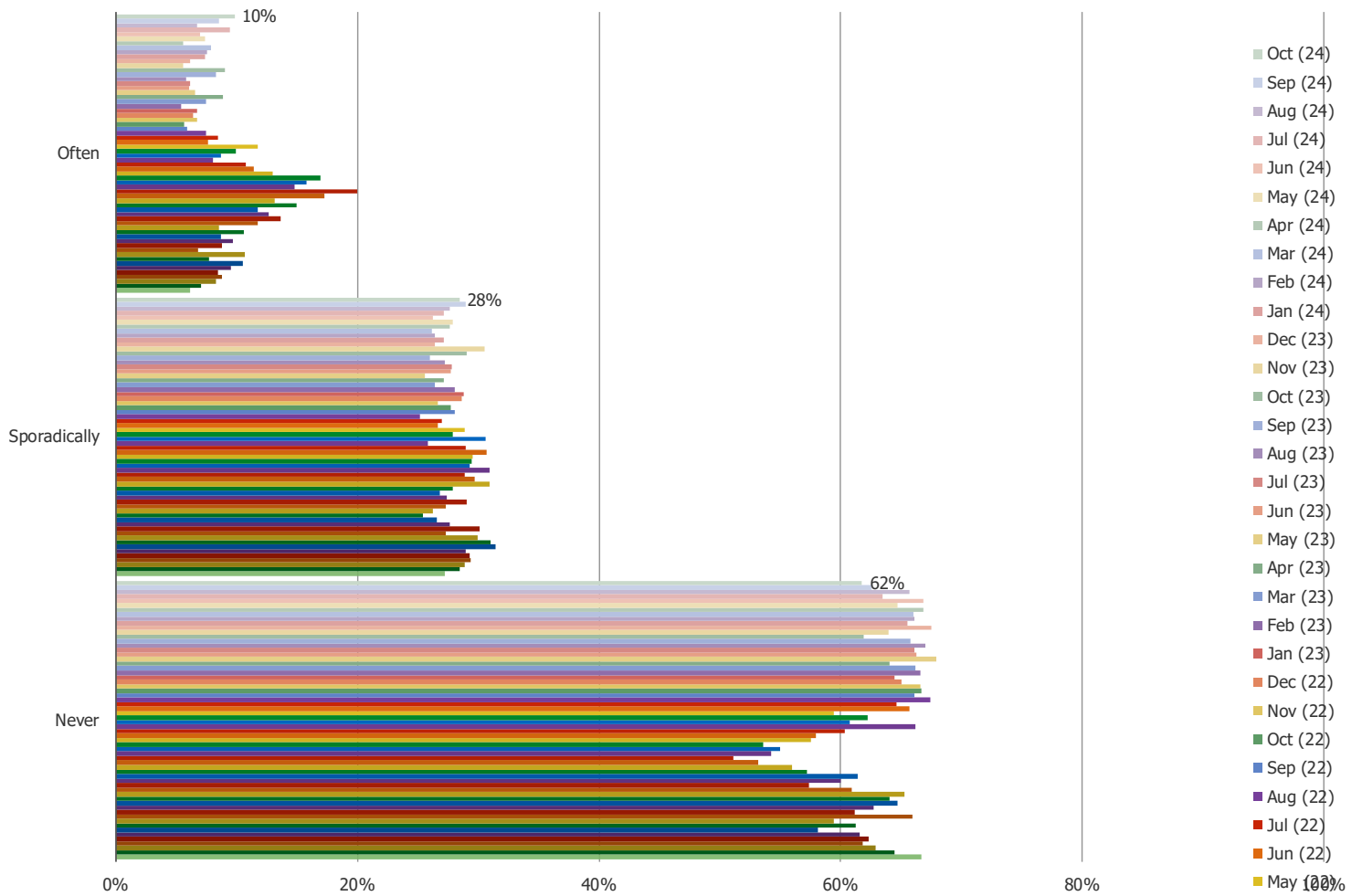
HOW OFTEN DO YOU USE UBER RIDE SHARING?

Posed to all respondents.



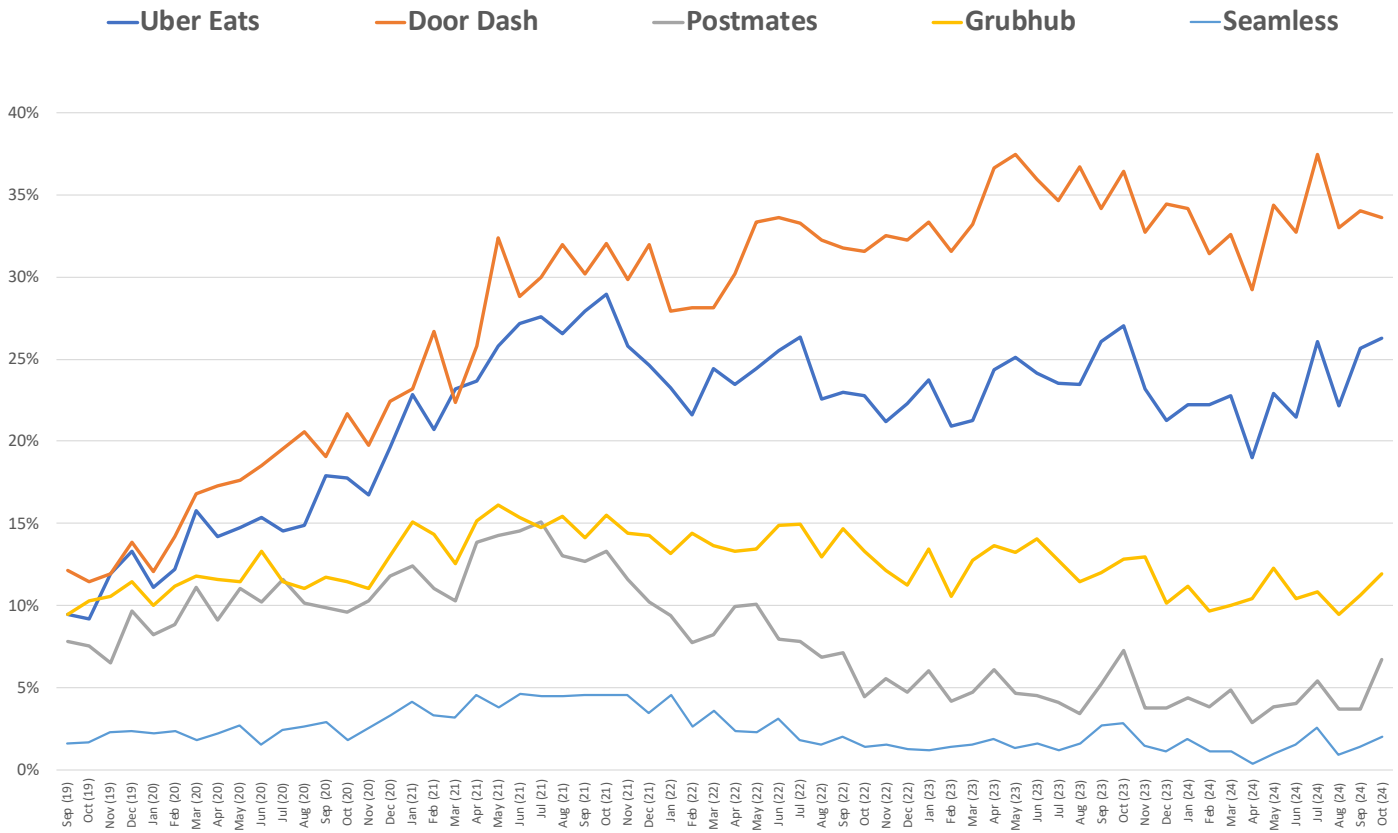
HOW OFTEN DO YOU USE LYFT RIDE SHARING?

Posed to all respondents.



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

Posed to all respondents.



HOW OFTEN DO YOU USE FOOD DELIVERY APPS?

Posed to all respondents.

