

BESPOKE SURVEYS

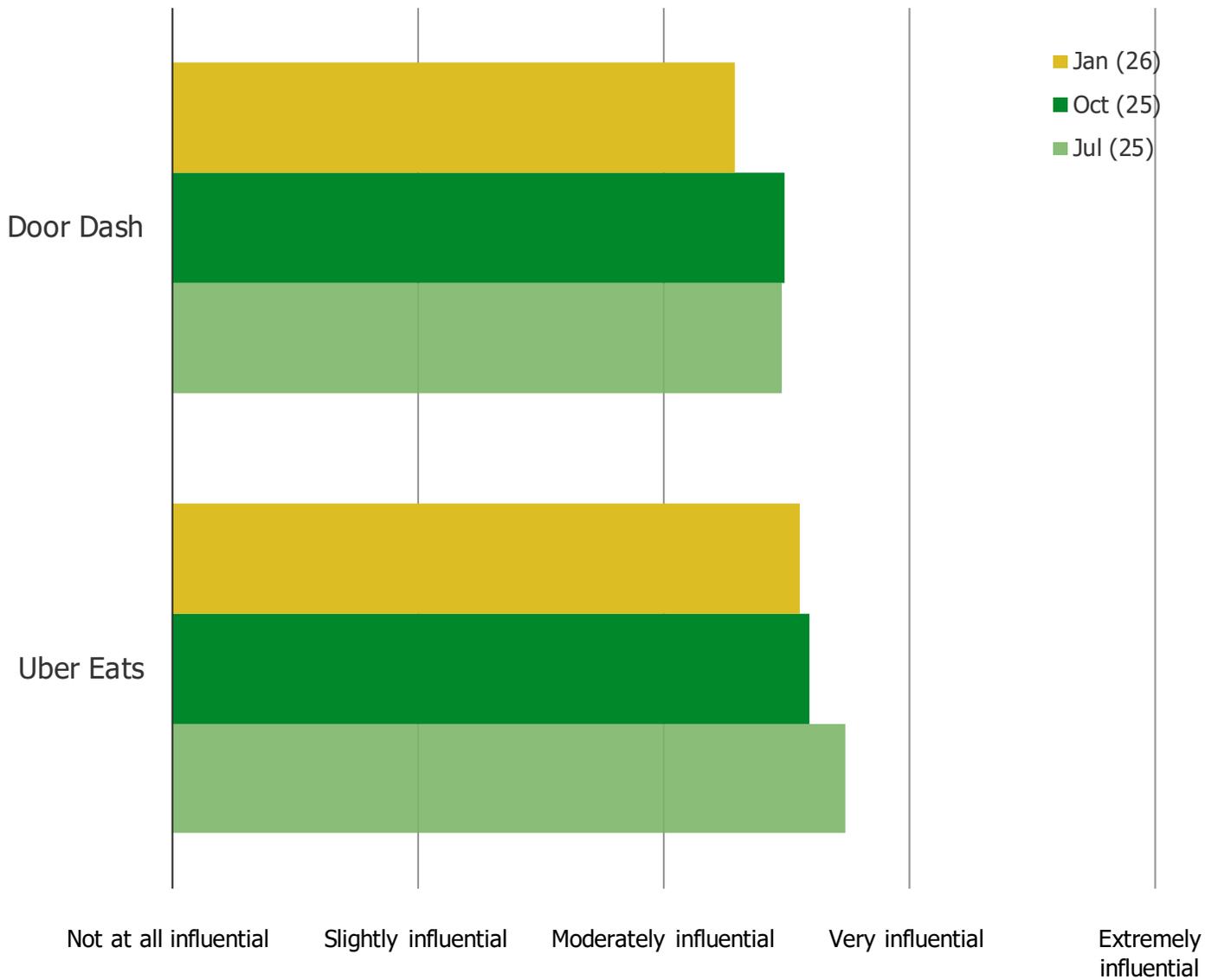
## Food Delivery Apps, Vol 38

1,000 Consumers Each Quarter, Balanced to Census

## RECENTLY ADDED QUESTIONS

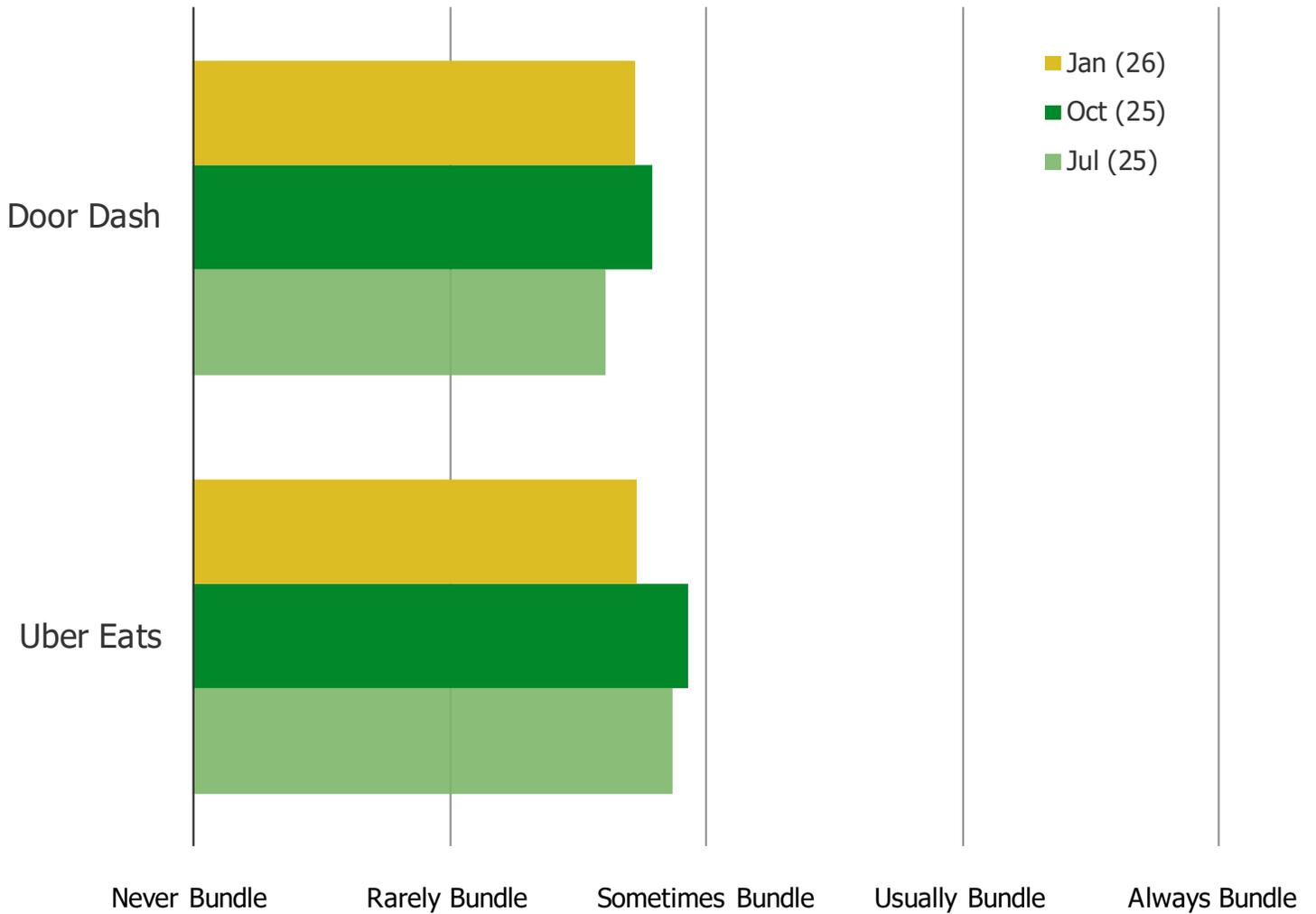
HOW MUCH DO IN-APP PROMOTIONS AND DEALS FROM SPECIFIC RESTAURANTS IN THE APP INFLUENCE WHICH RESTAURANTS YOU ORDER FROM?

Posed to all respondents who use the below food delivery apps.



WHEN YOU ORDER FROM A RESTAURANT IN THIS APP, HOW OFTEN DO YOU BUNDLE ORDERS WITH RIDES OR ALCOHOL/GROCERY?

Posed to all respondents who use the below food delivery apps.

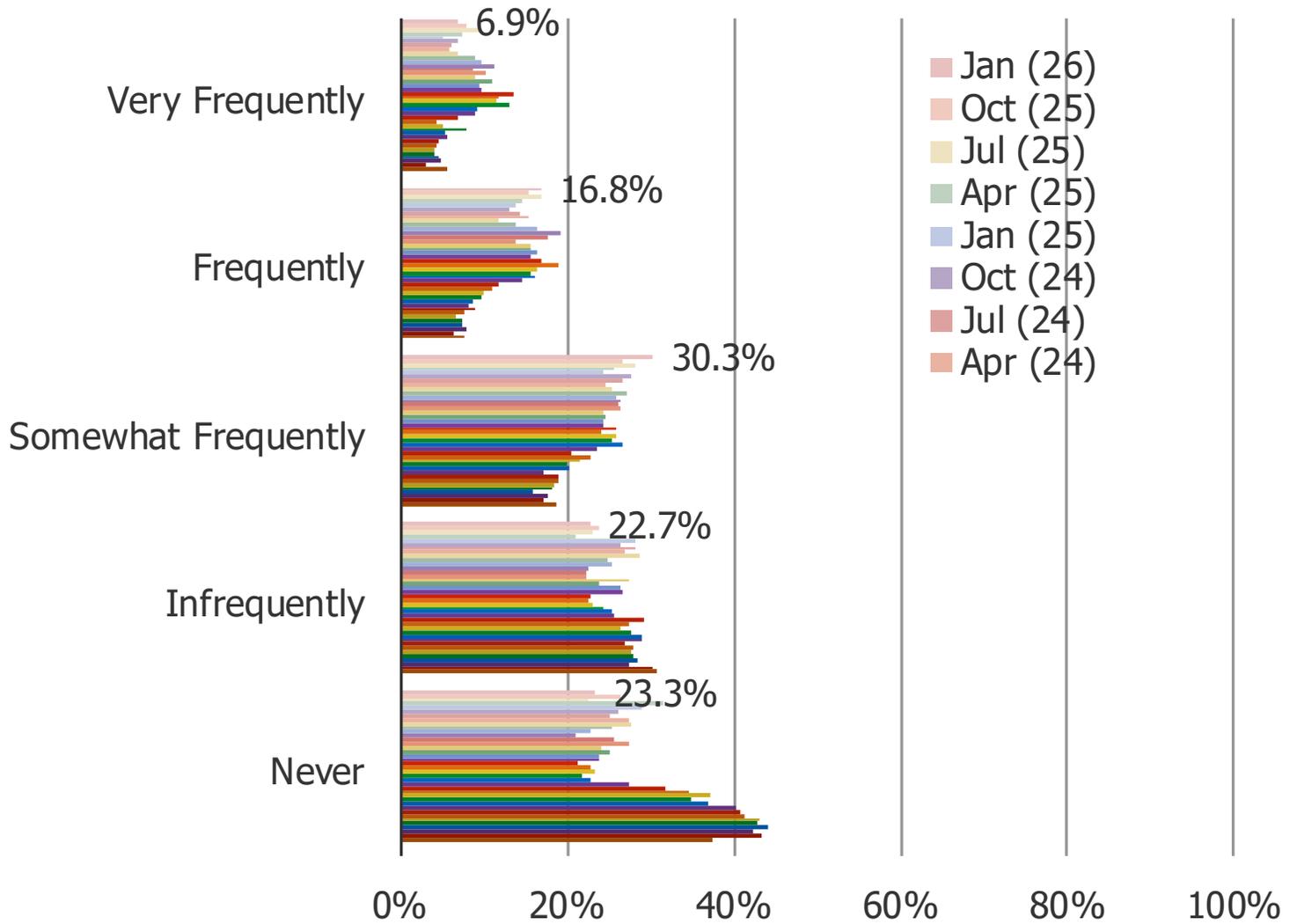


## Food Delivery Apps

# FOOD DELIVERY

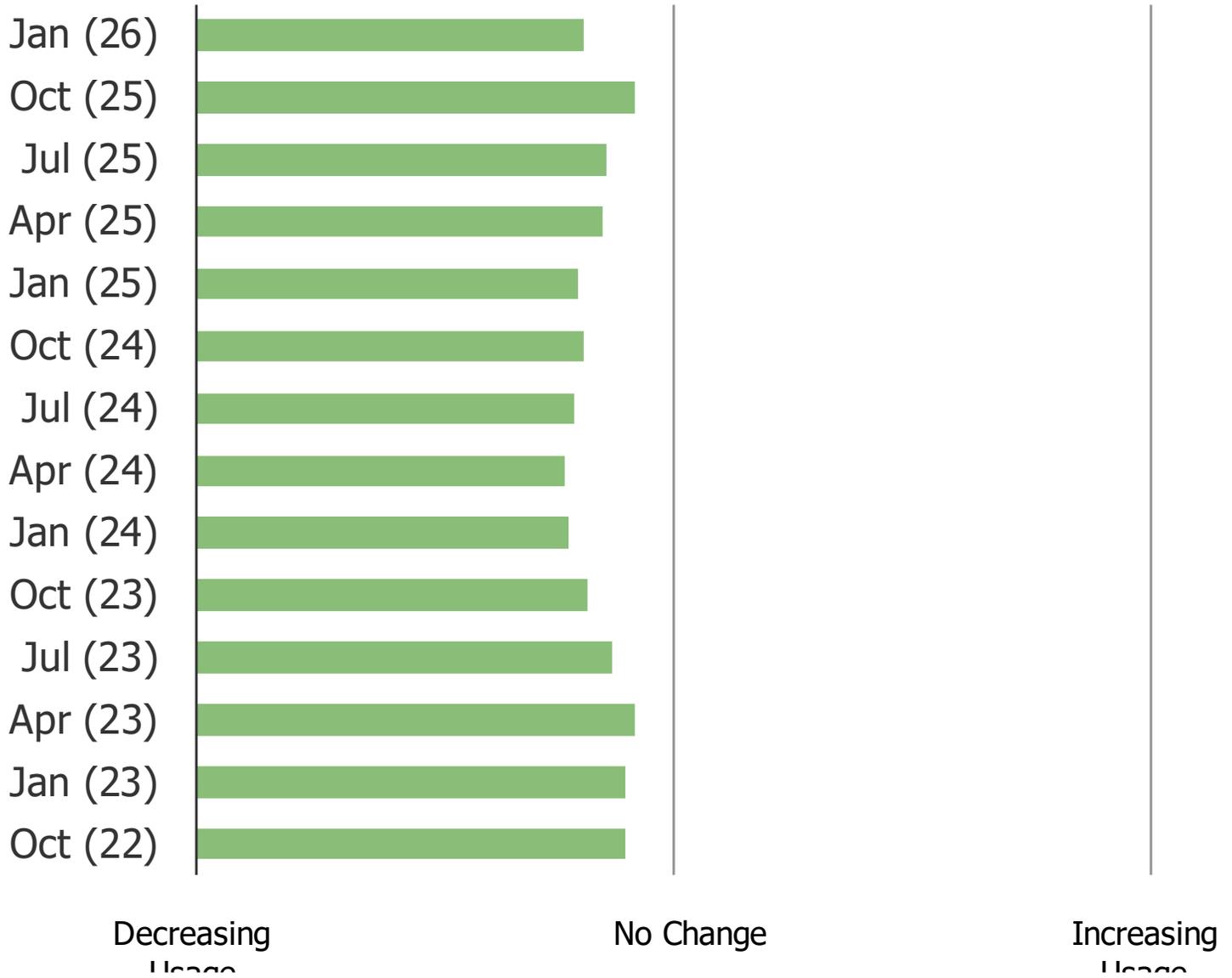
HOW OFTEN DO YOU ORDER FOOD THROUGH WEBSITES ONLINE OR THROUGH APPS?

Posed to all respondents.



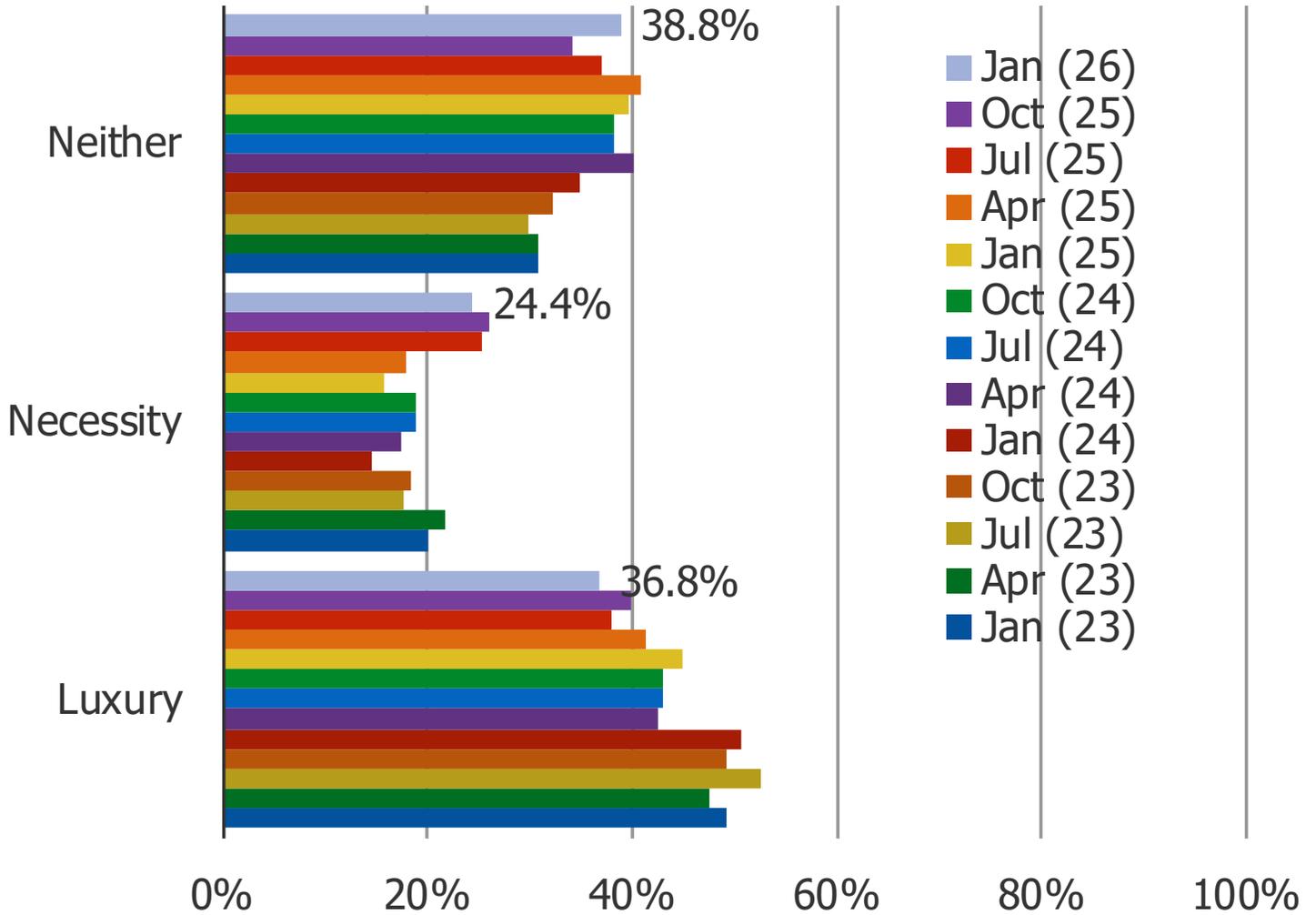
HAVE YOU RECENTLY BEEN CHANGING HOW OFTEN YOU USE FOOD DELIVERY APPS?

Posed to respondents who use food delivery apps.



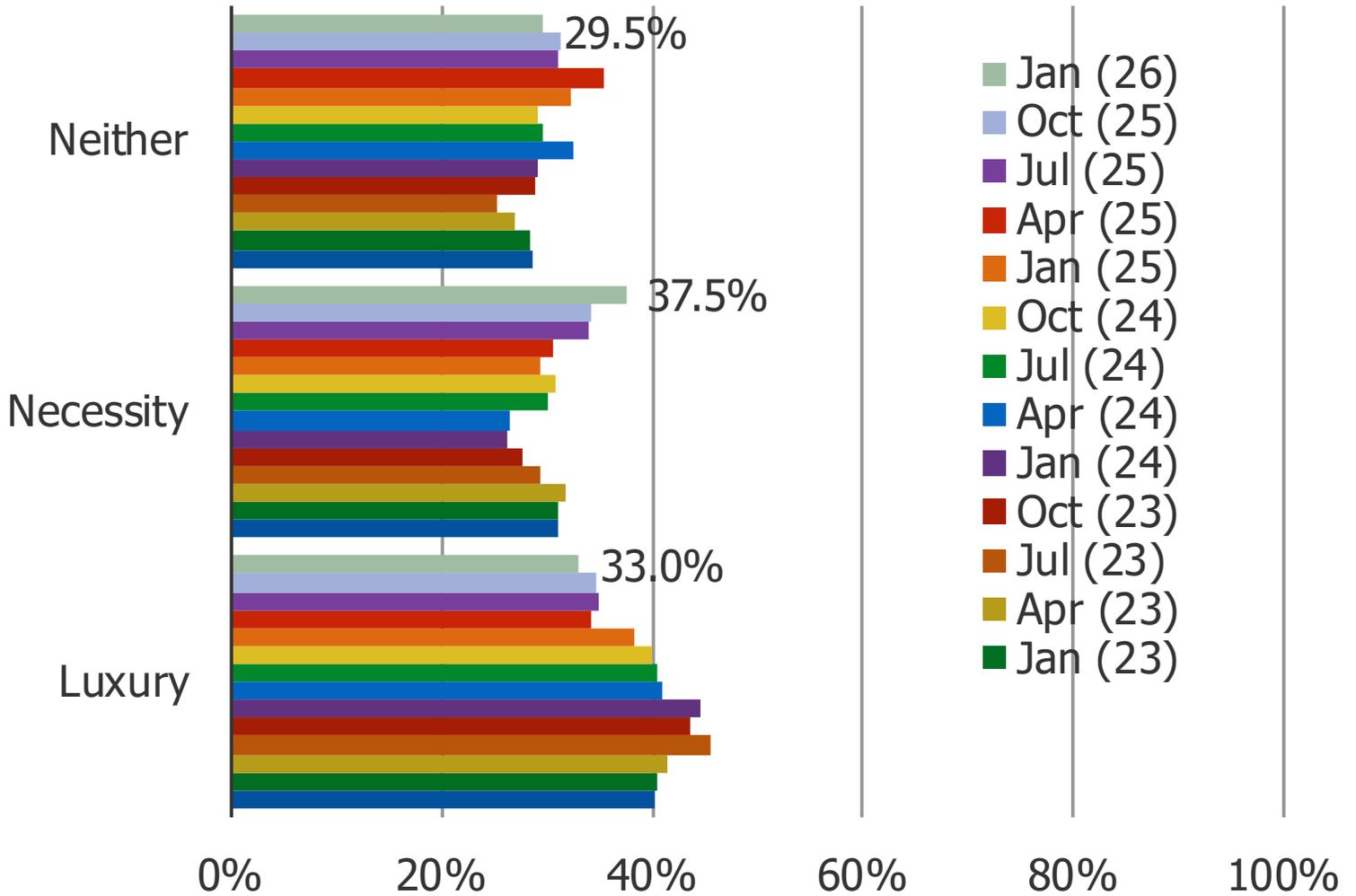
DO YOU VIEW FOOD DELIVERY APPS (EG, DOORDASH, UBER EATS, GRUBHUB, POSTMATES, ETC) AS MORE OF A...

Posed to all respondents.



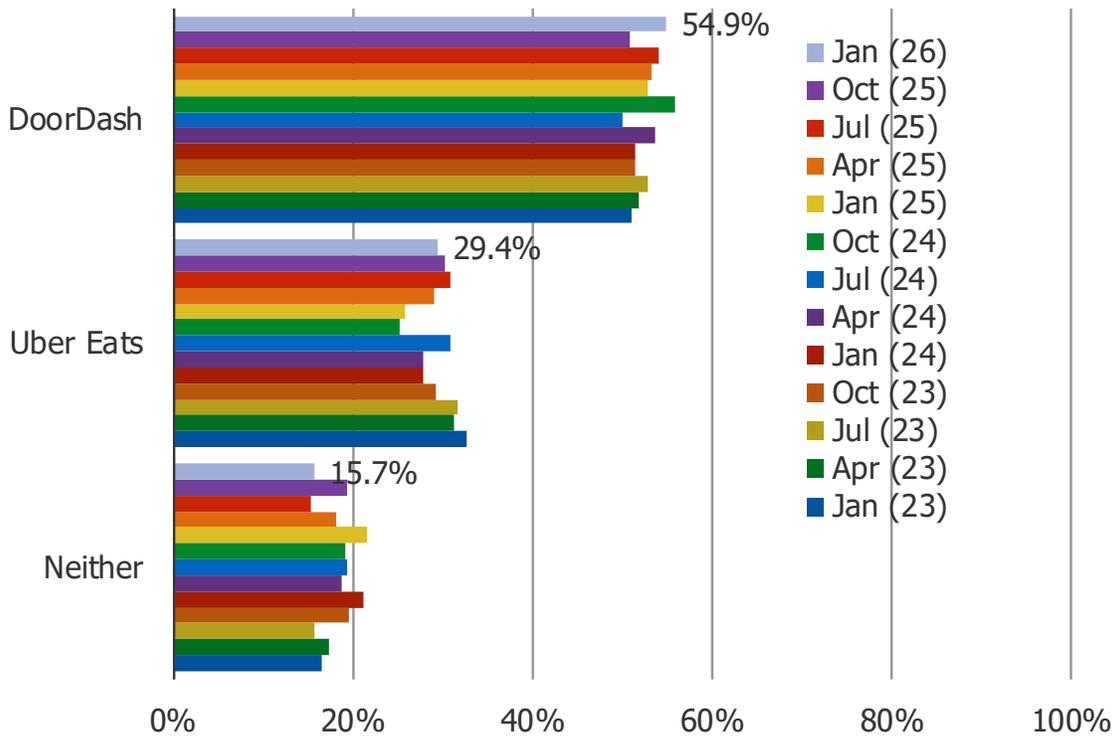
DO YOU VIEW GROCERY DELIVERY AS MORE OF A...

Posed to all respondents.

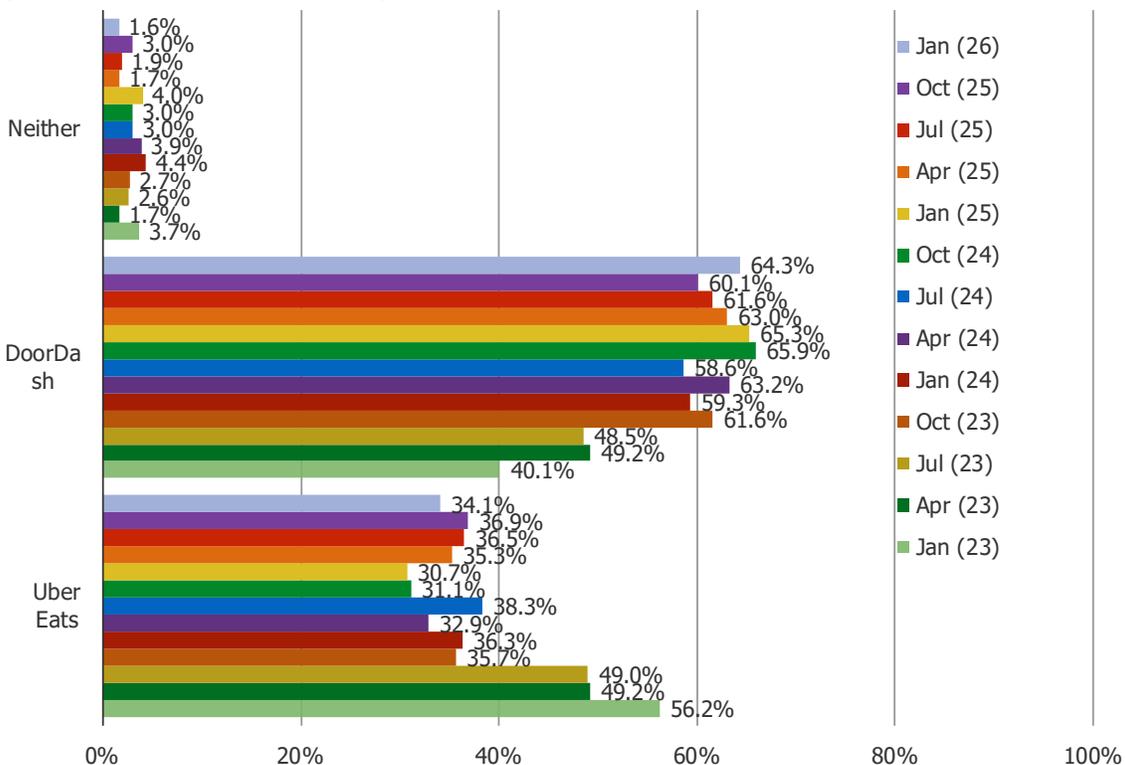


IF YOU HAD TO CHOOSE ONLY ONE OF THESE TO USE, WHICH WOULD YOU PICK?

Posed to all food delivery users.

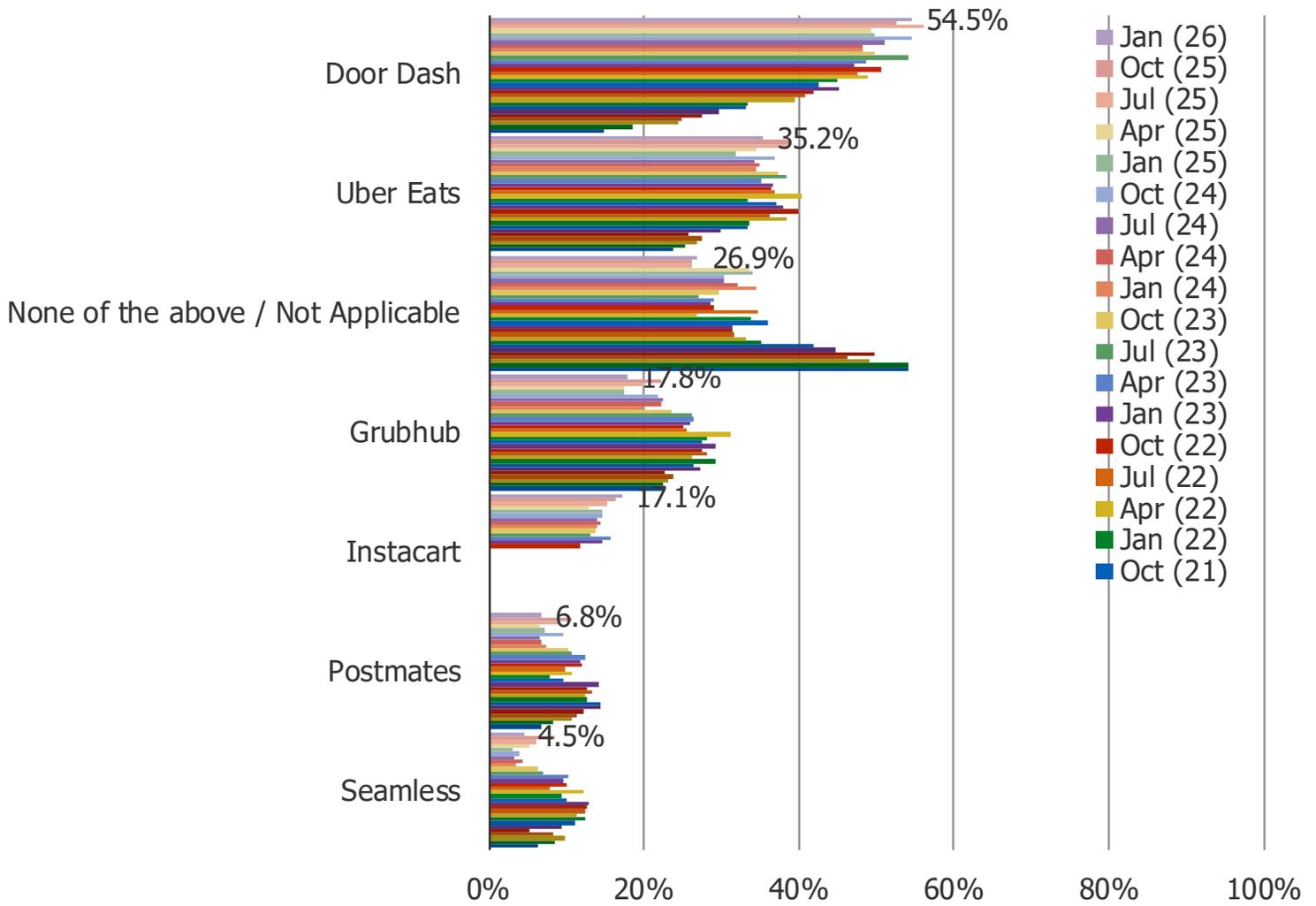


Posed to respondents who said they use BOTH DoorDash AND Uber Eats.



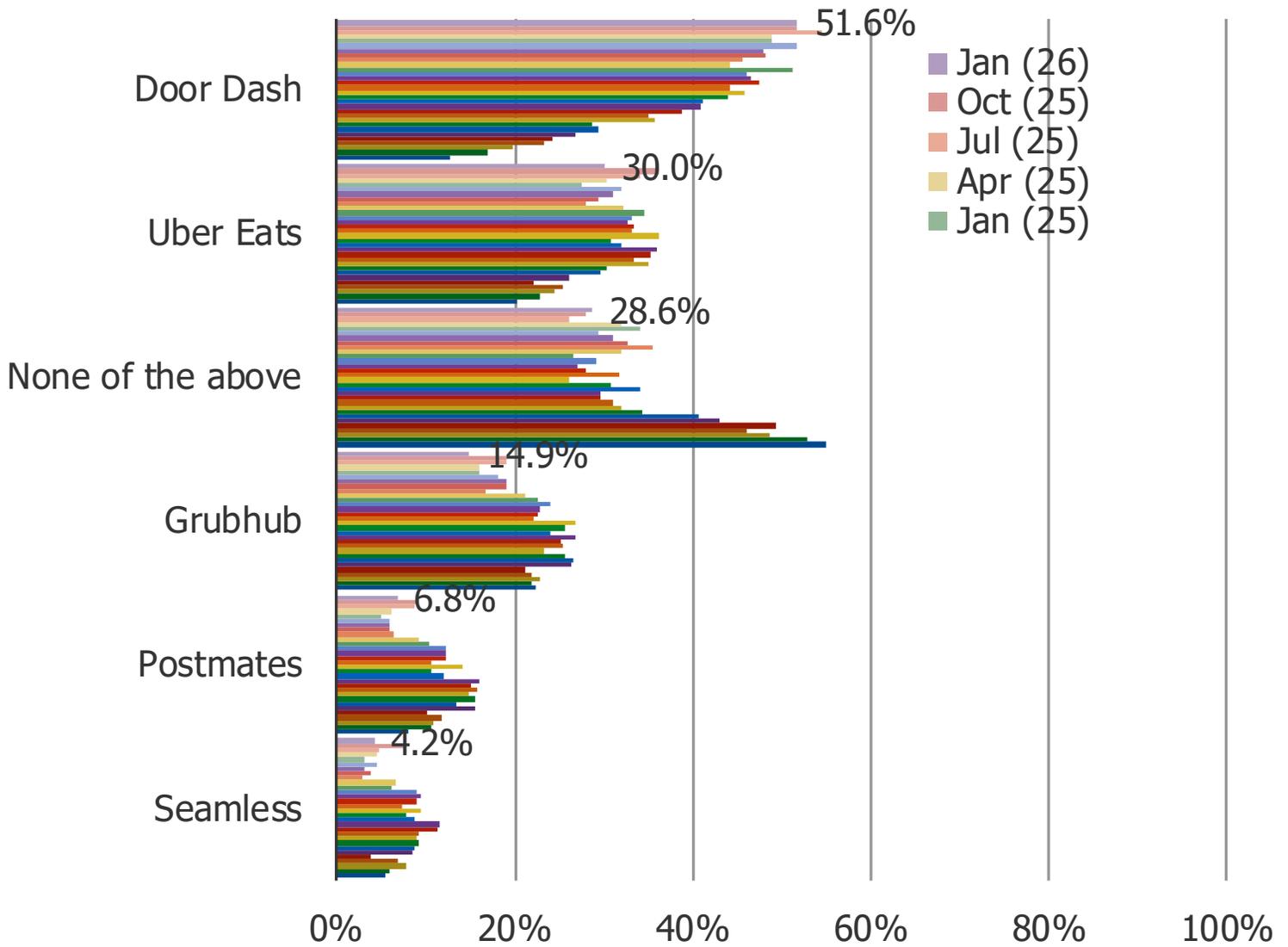
DO YOU HAVE ANY OF THE FOLLOWING APPS DOWNLOADED ON YOUR SMARTPHONE?

Posed to respondents who use food delivery apps.



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

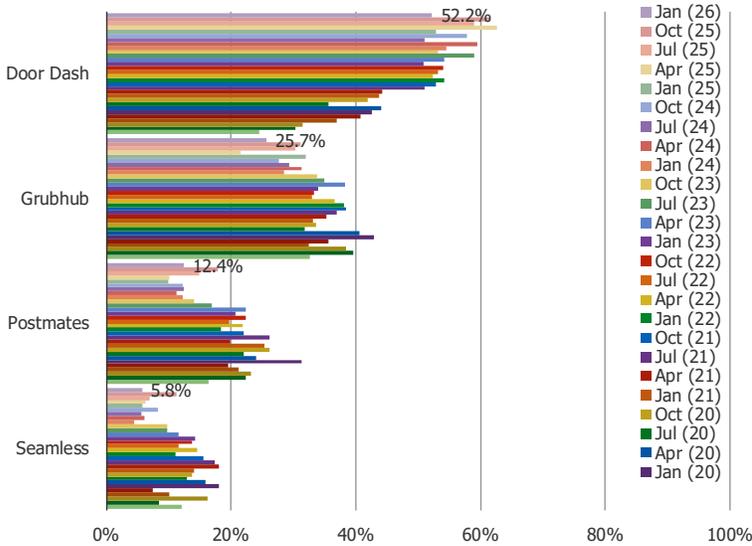
Posed to respondents who use food delivery apps.



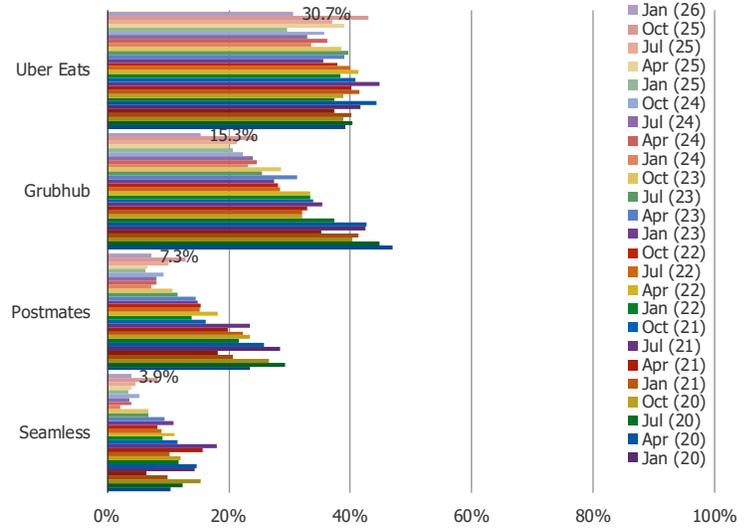
CROSS-OVER: REGULARLY OR OCCASIONALLY USES EACH OF THE FOLLOWING, WHAT OTHER PLATFORMS DO THEY ALSO USE REGULARLY OR OCCASIONALLY?

Posed to respondents who use food delivery apps.

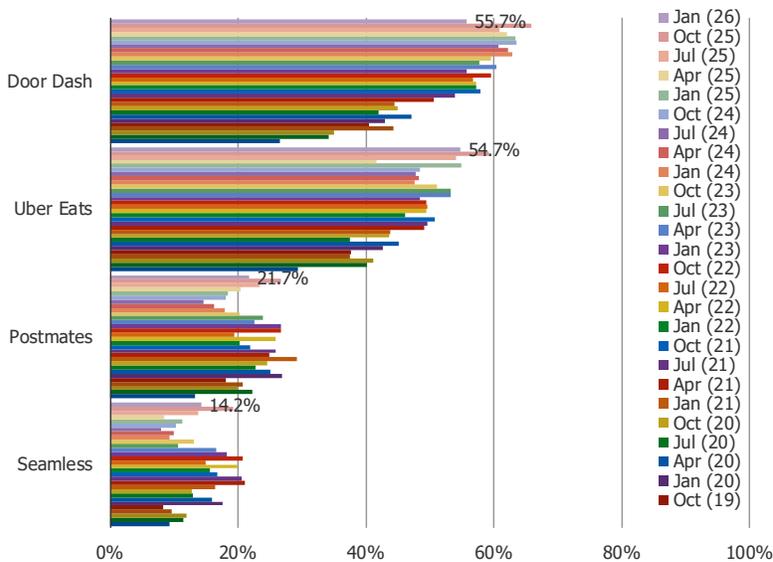
Uber Eats Users Also Use...



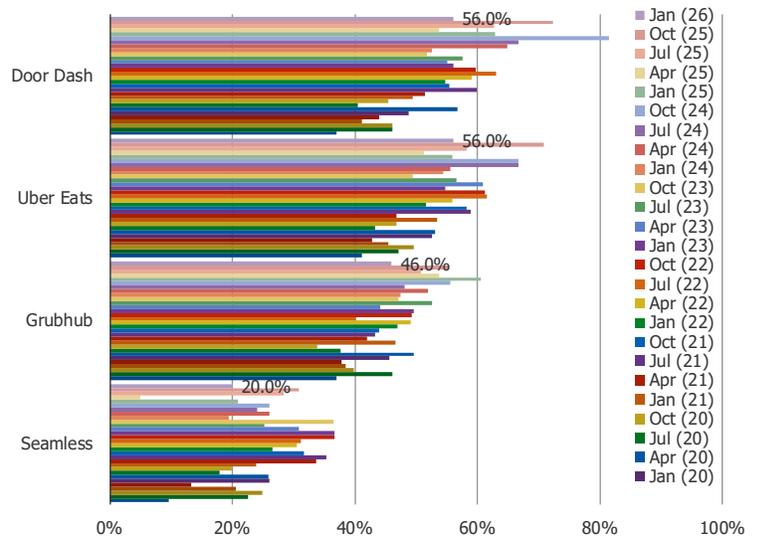
DoorDash Users Also Use...



Grubhub Users Also Use...

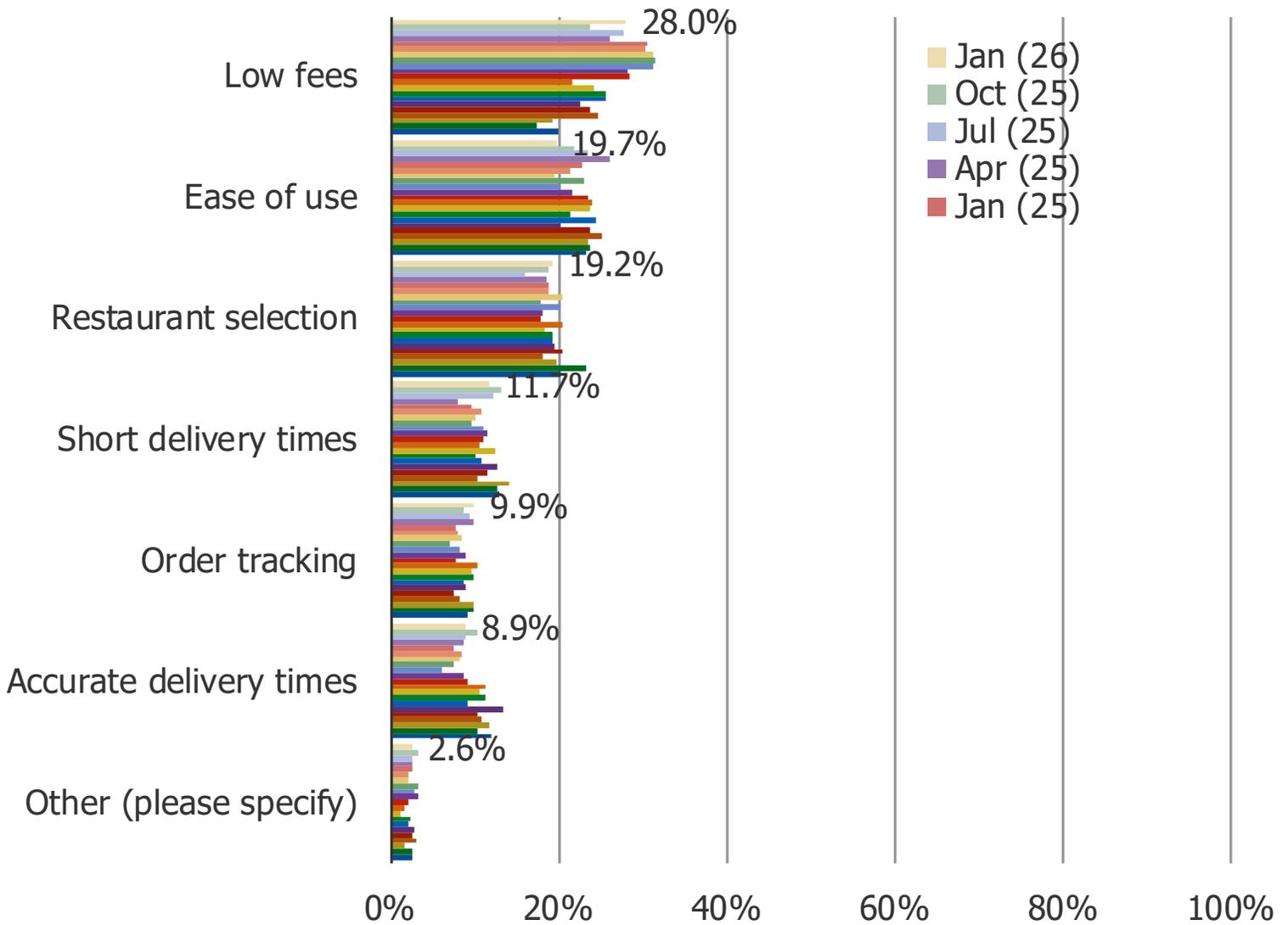


Postmates Users Also Use...



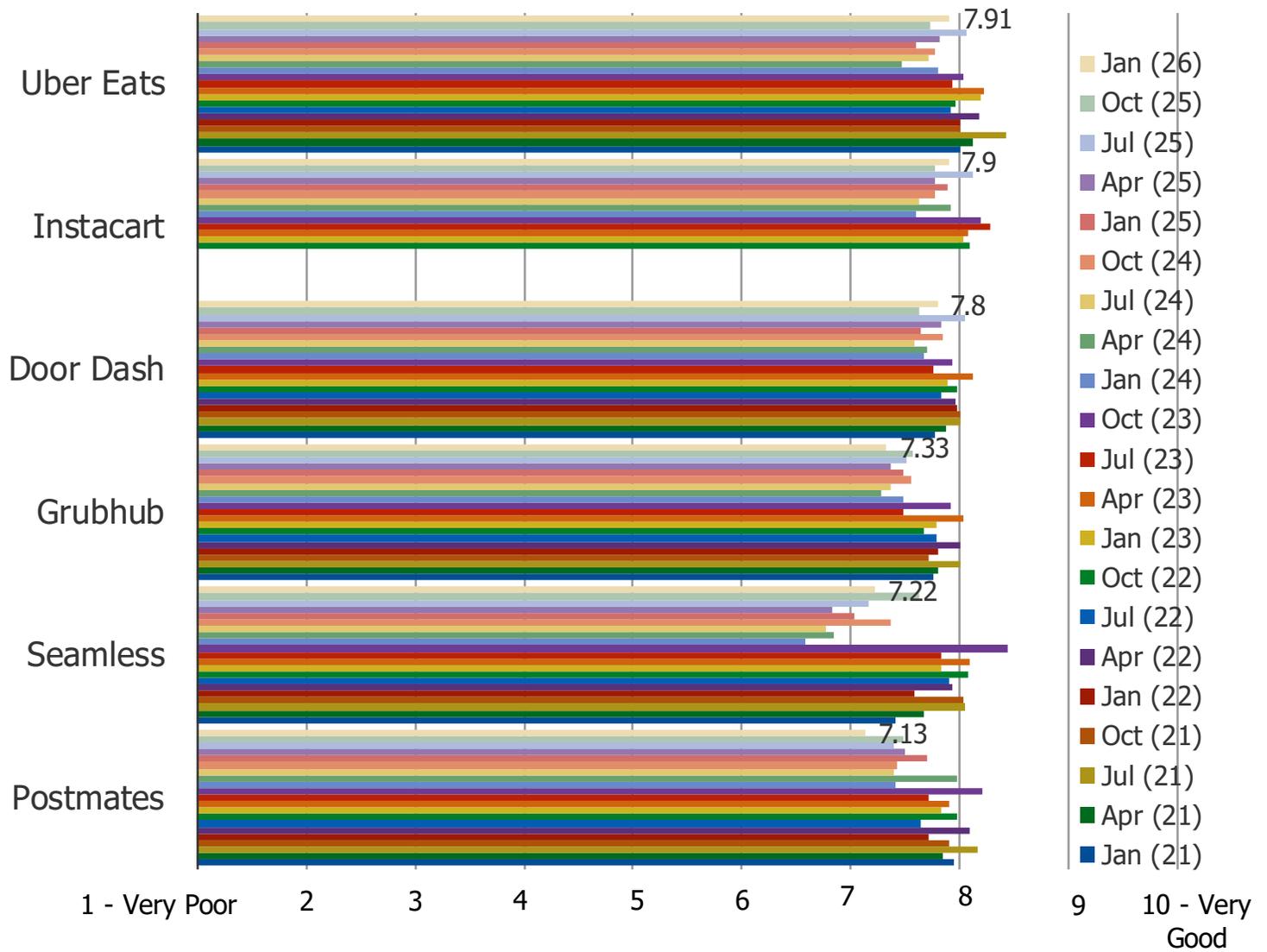
WHAT IS THE MOST IMPORTANT FEATURE IN DECIDING WHICH FOOD DELIVERY/TAKEAWAY APP TO USE?

Posed to respondents who use food delivery apps.



PLEASE RATE HOW GOOD THE FOLLOWING ARE WHEN IT COMES TO USER EXPERIENCE:

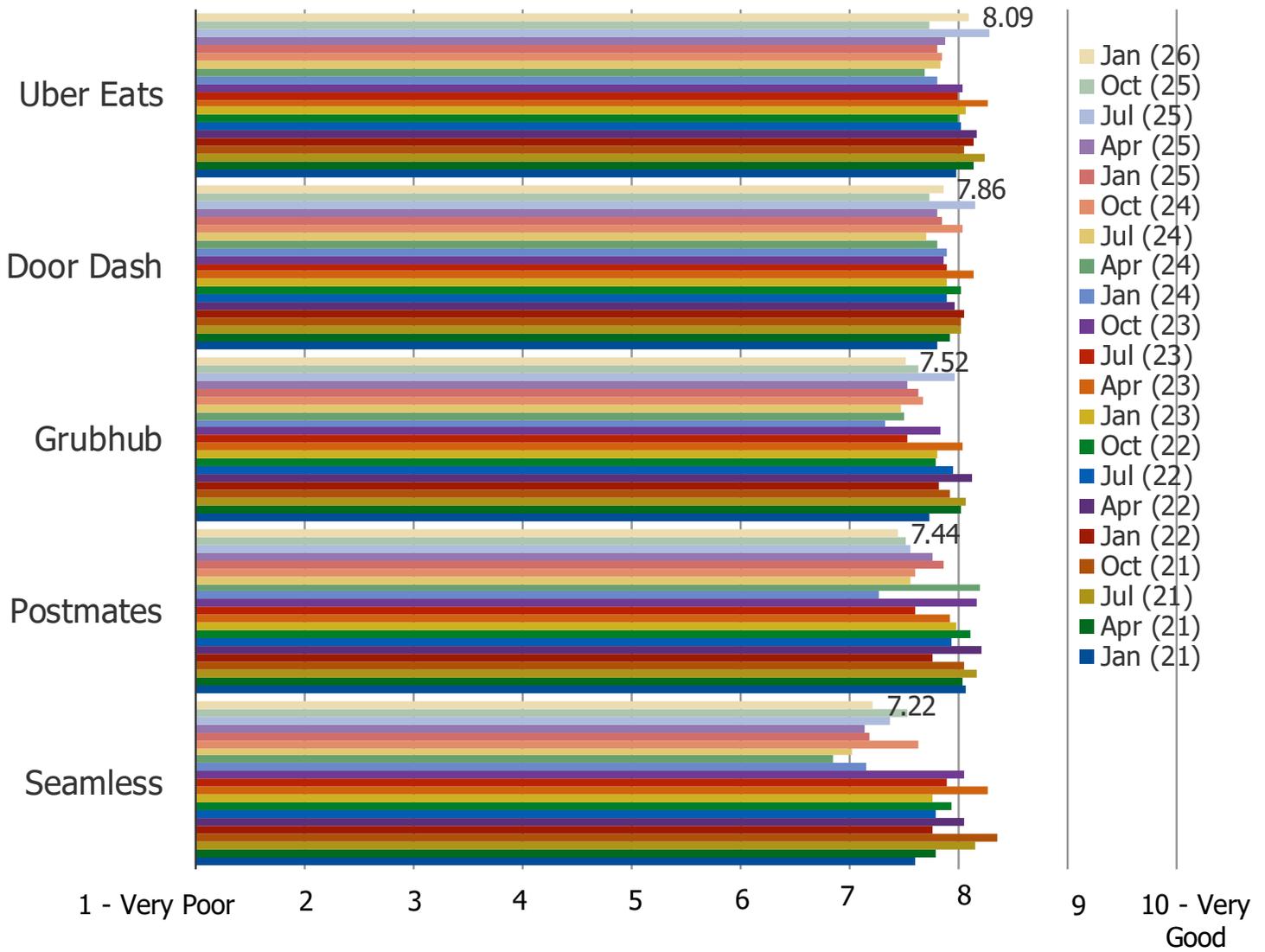
Posed to respondents who have the following downloaded on their smartphone.



	N=
Uber Eats	249
Door Dash	385
Seamless	32
Grubhub	126
Postmates	48
Instacart	121

PLEASE RATE THE FOLLOWING WHEN IT COMES TO RESTAURANT SELECTION:

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

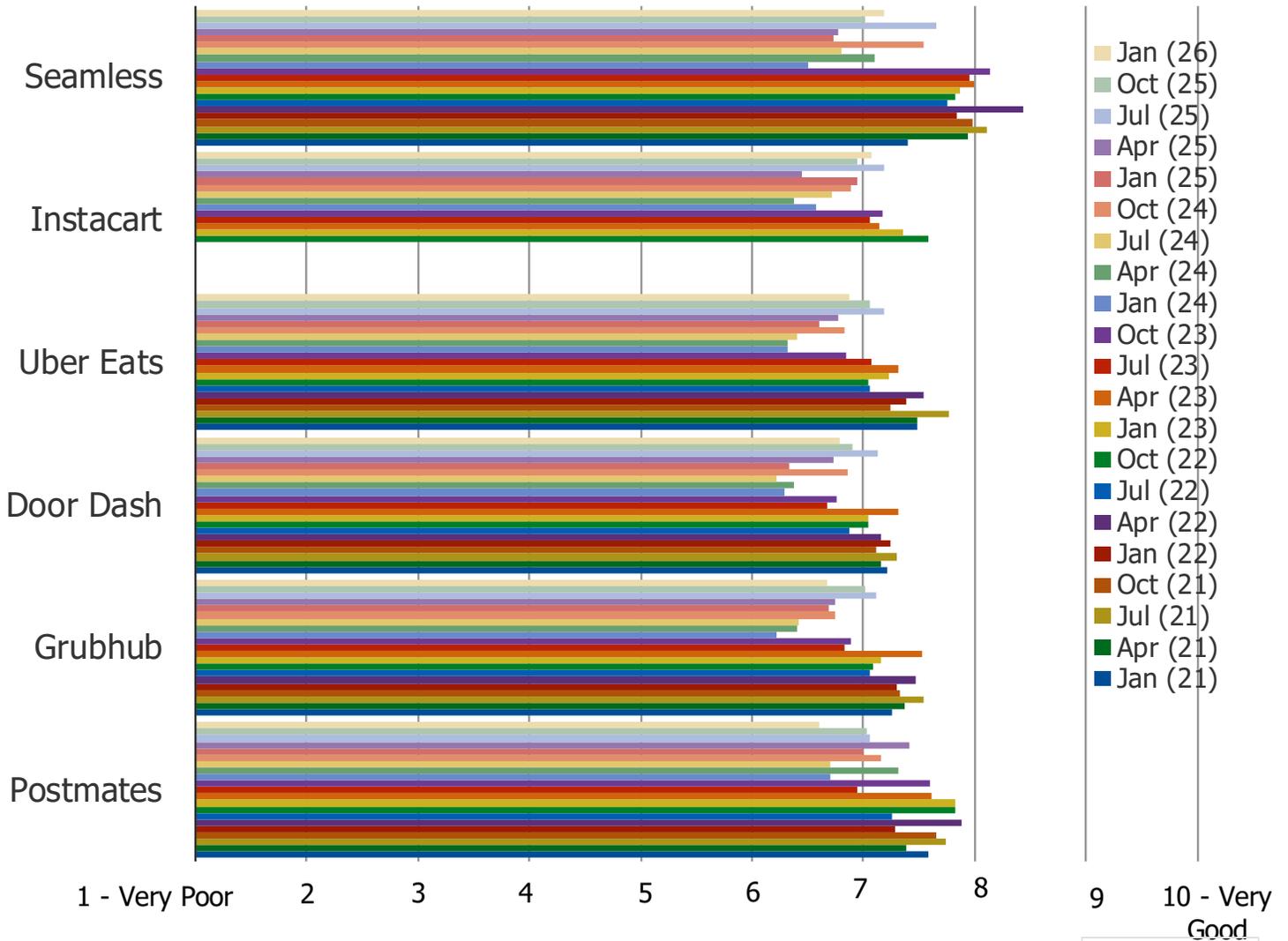


- Jan (26)
- Oct (25)
- Jul (25)
- Apr (25)
- Jan (25)
- Oct (24)
- Jul (24)
- Apr (24)
- Jan (24)
- Oct (23)
- Jul (23)
- Apr (23)
- Jan (23)
- Oct (22)
- Jul (22)
- Apr (22)
- Jan (22)
- Oct (21)
- Jul (21)
- Apr (21)
- Jan (21)

	N=
Uber Eats	249
Door Dash	385
Seamless	32
Grubhub	126
Postmates	48

PLEASE RATE THE FOLLOWING WHEN IT COMES TO FEES...

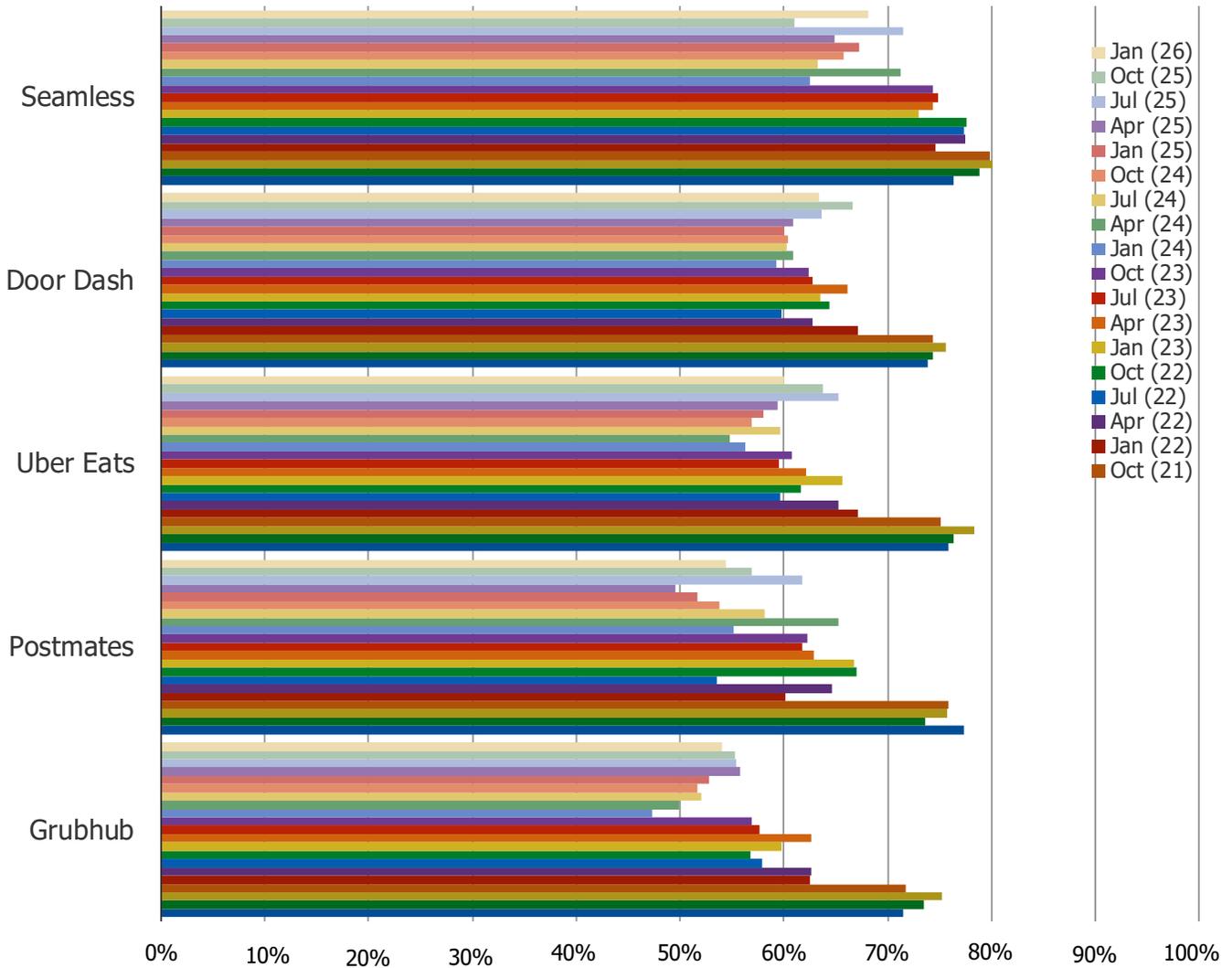
Posed to respondents who have the following downloaded on their smartphone.



	N=
Uber Eats	249
Door Dash	385
Seamless	32
Grubhub	126
Postmates	48

WHAT PERCENTAGE OF YOUR FOOD DELIVERY/TAKEAWAY ORDERS DO YOU MAKE THROUGH THE FOLLOWING?

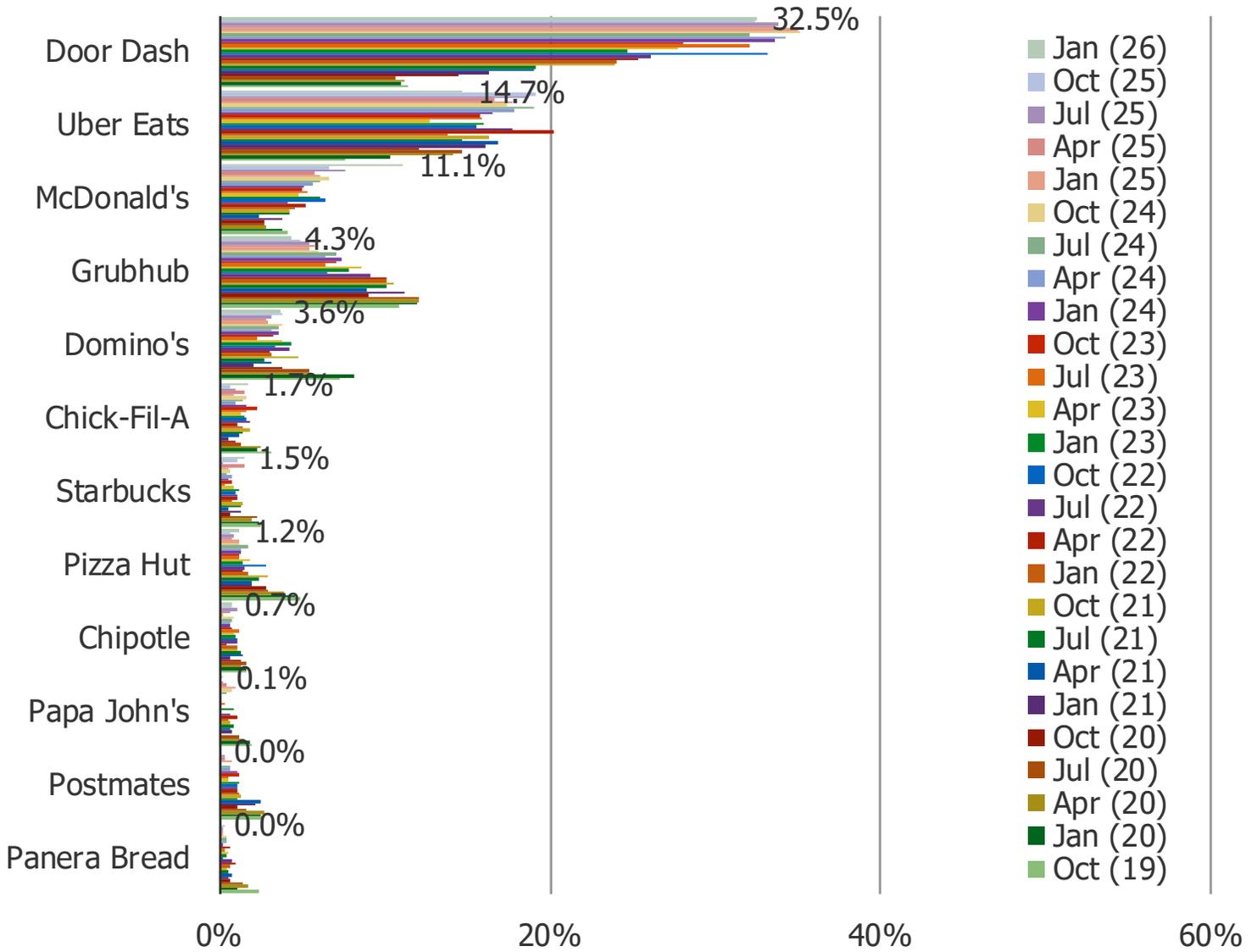
Posed to respondents who have the following downloaded on their smartphone.



	N=
Uber Eats	249
Door Dash	385
Seamless	32
Grubhub	126
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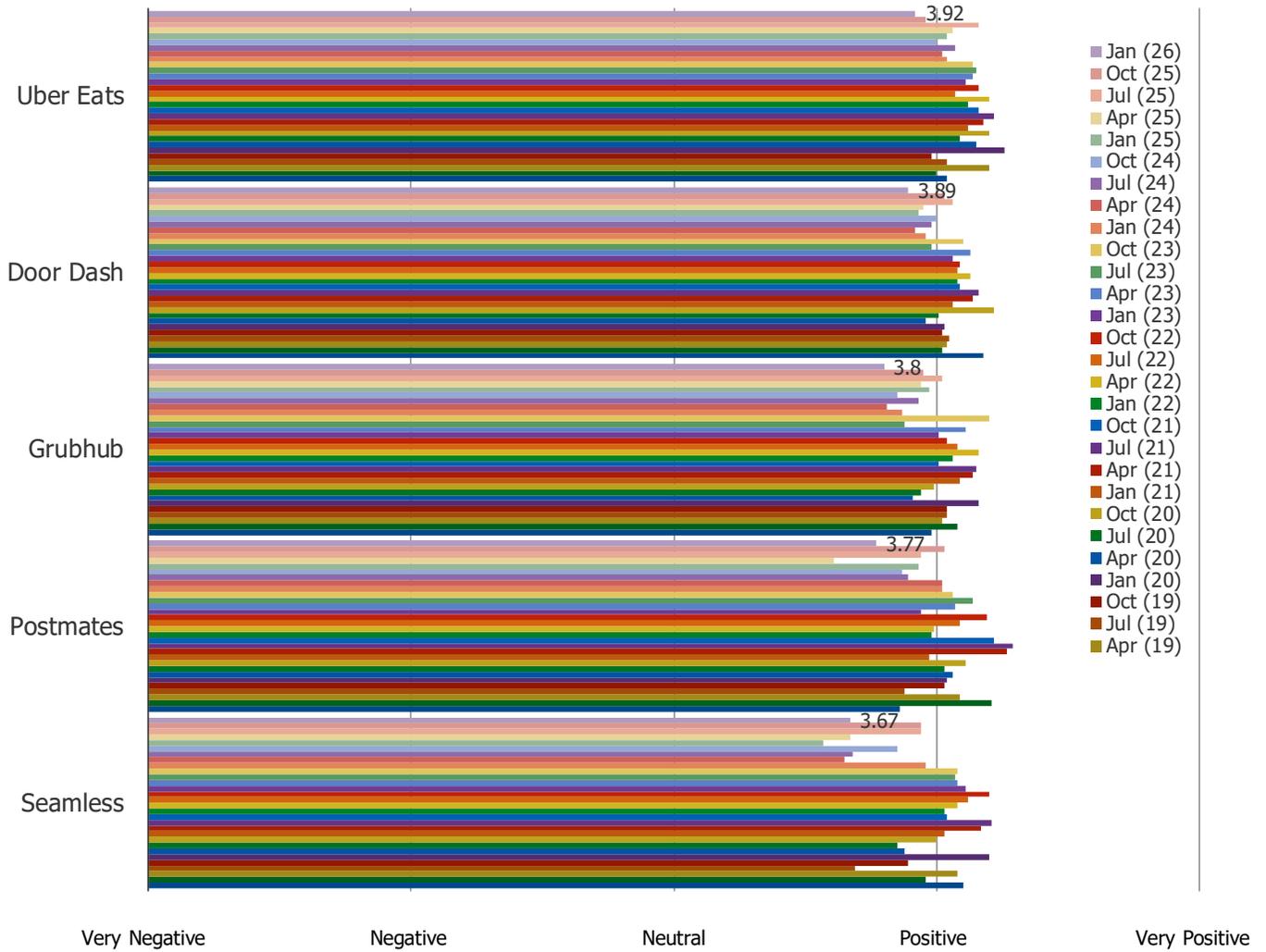
WHAT IS YOUR FAVORITE APP FOR ORDERING FOOD? (FILL-IN)

Posed to respondents who use food delivery apps.



WHAT IS YOUR OPINION OF THE PLATFORM?

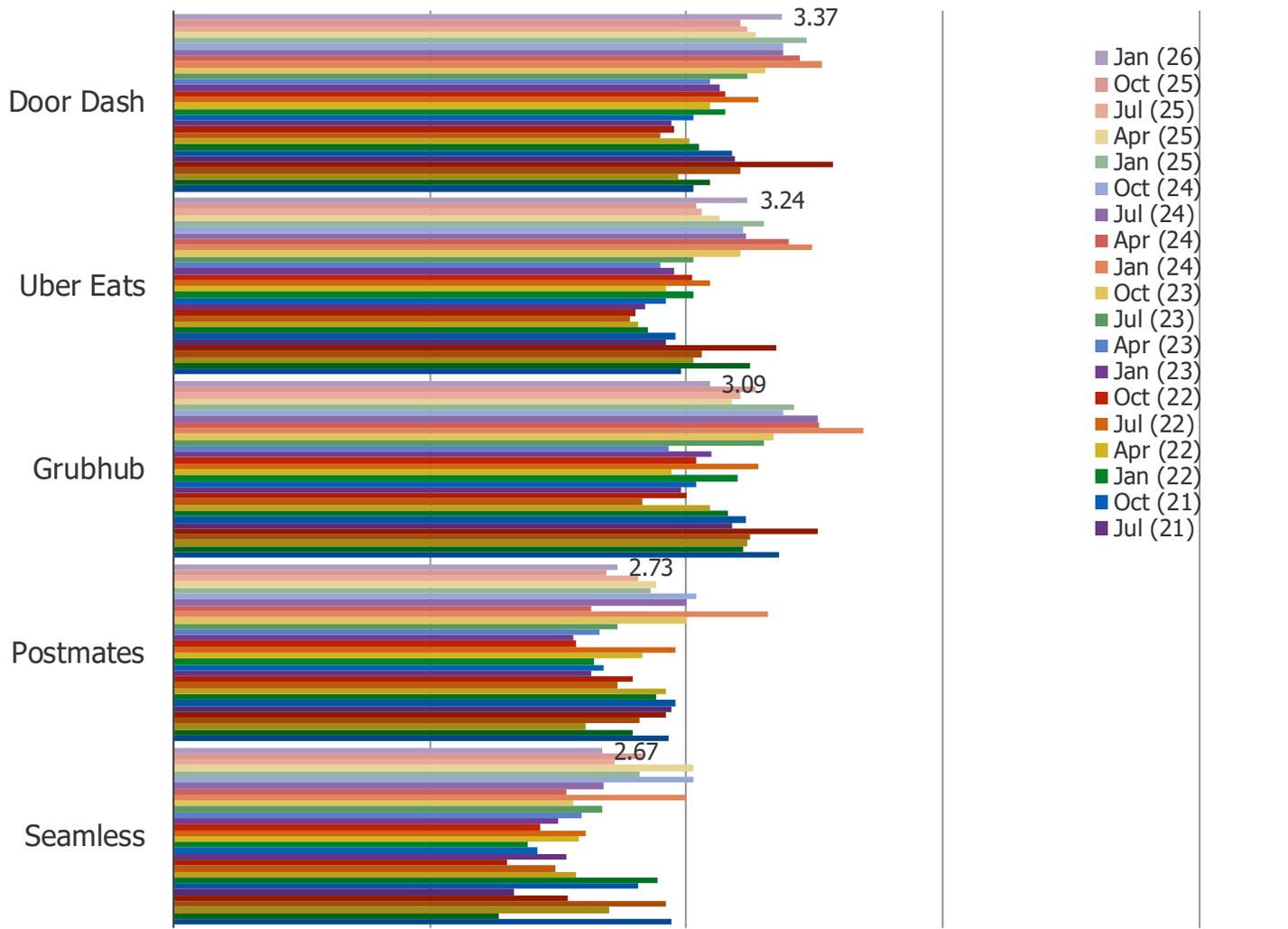
Posed to respondents who regularly or occasionally use each of the following apps.



	N=
Uber Eats	212
Door Dash	365
Seamless	30
Grubhub	105
Postmates	48

HOW OFTEN DO YOU ORDER FOOD THROUGH THIS PLATFORM?

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



Every day or nearly every day    Multiple times per week    Multiple times per month    Around once per month    Less than once per month

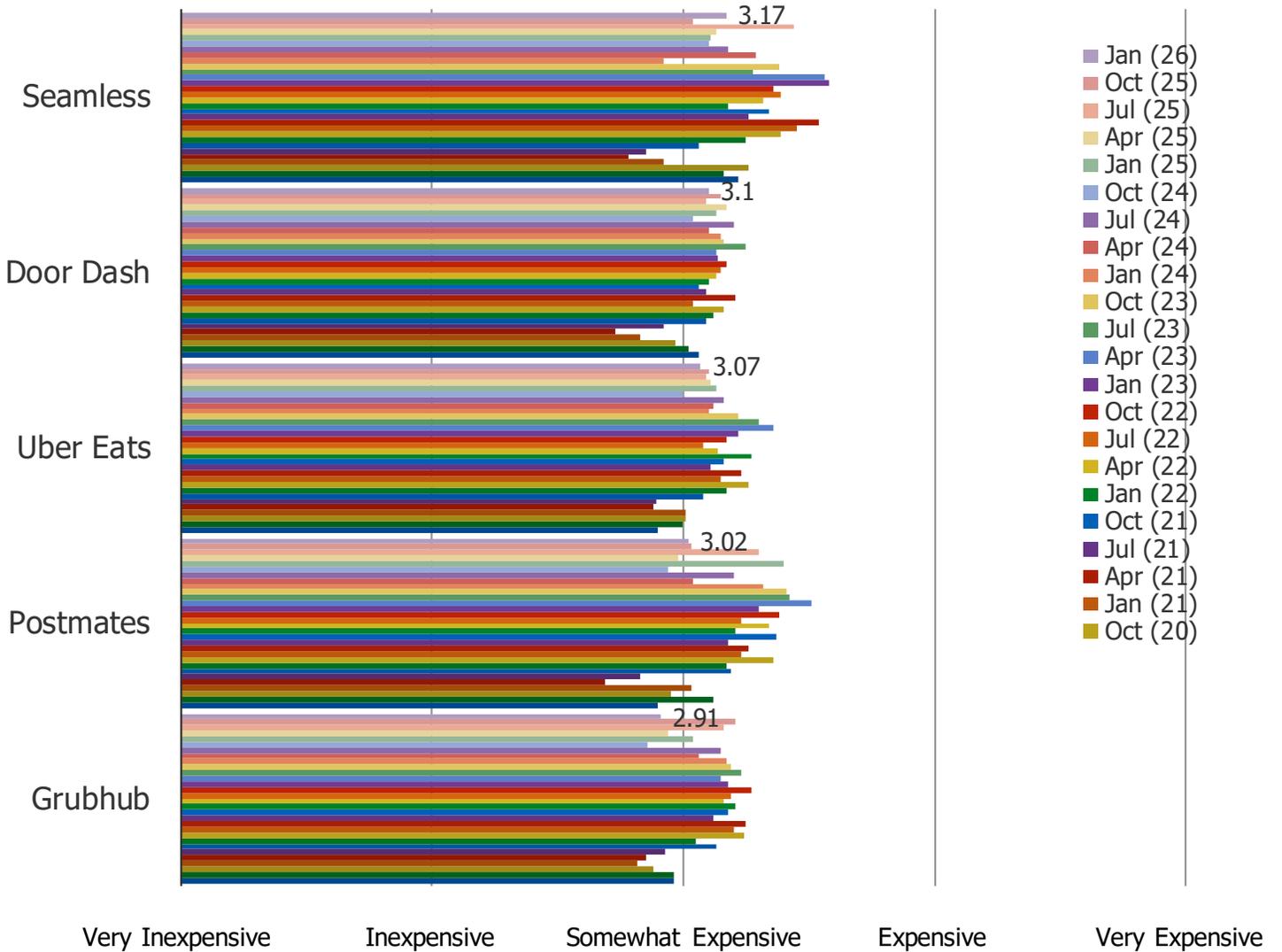


More Frequent

	N=
Uber Eats	212
Door Dash	365
Seamless	30
Grubhub	105
Postmates	48

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

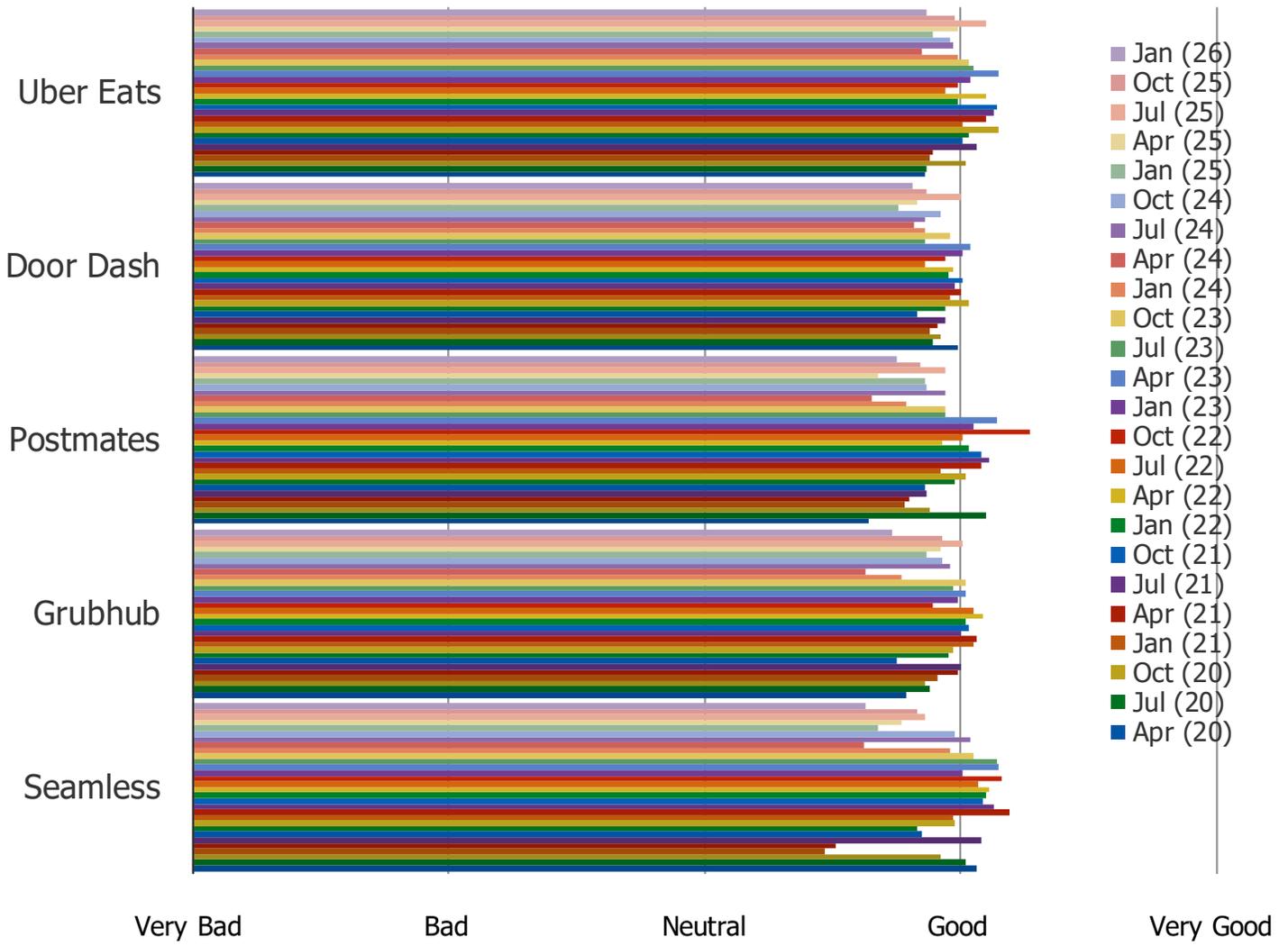
Posed to respondents who regularly or occasionally use each of the following apps.



	N=
Uber Eats	212
Door Dash	365
Seamless	30
Grubhub	105
Postmates	48

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

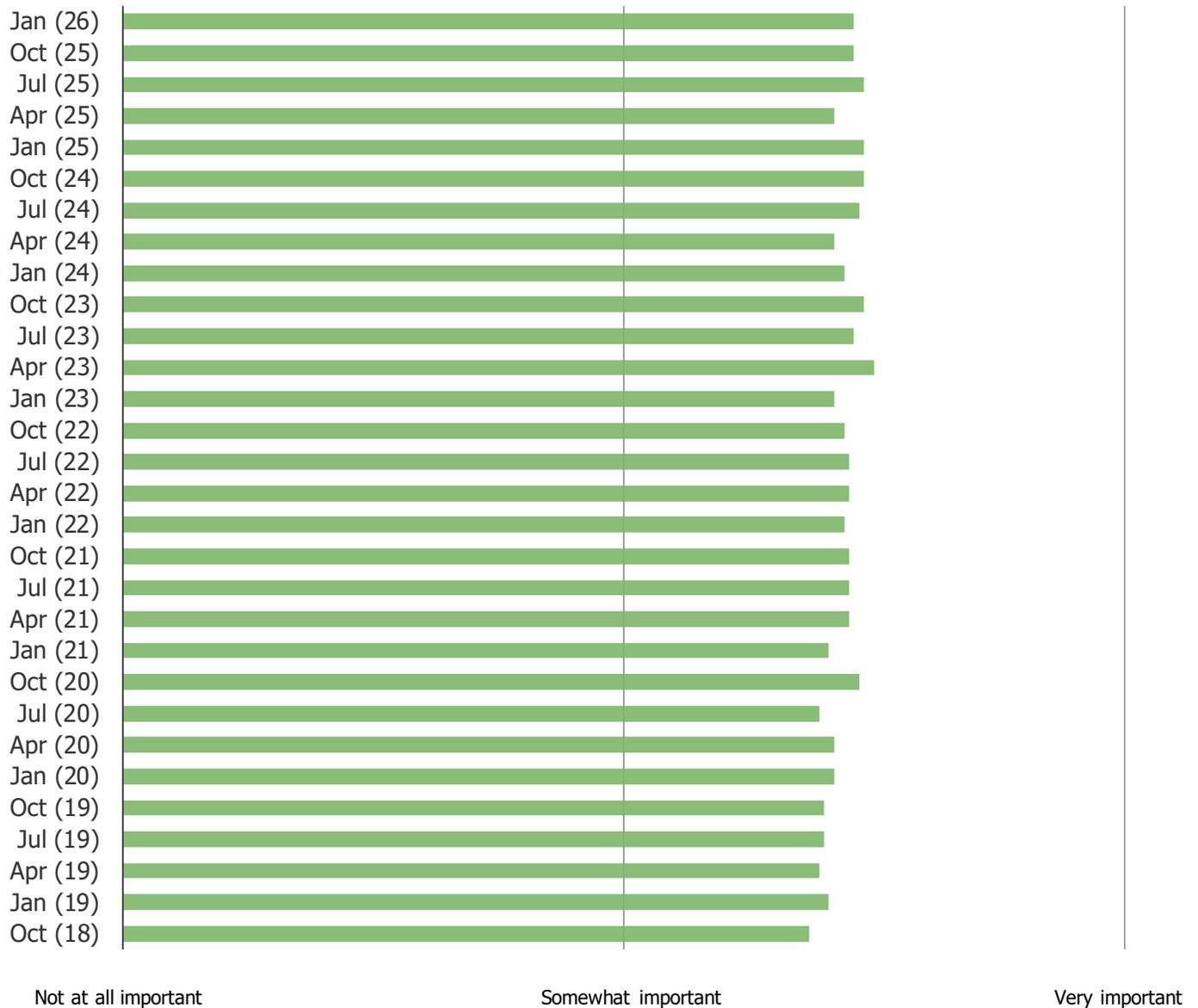
Posed to respondents who regularly or occasionally use each of the following apps.



	N=
Uber Eats	212
Door Dash	365
Seamless	30
Grubhub	105
Postmates	48

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?

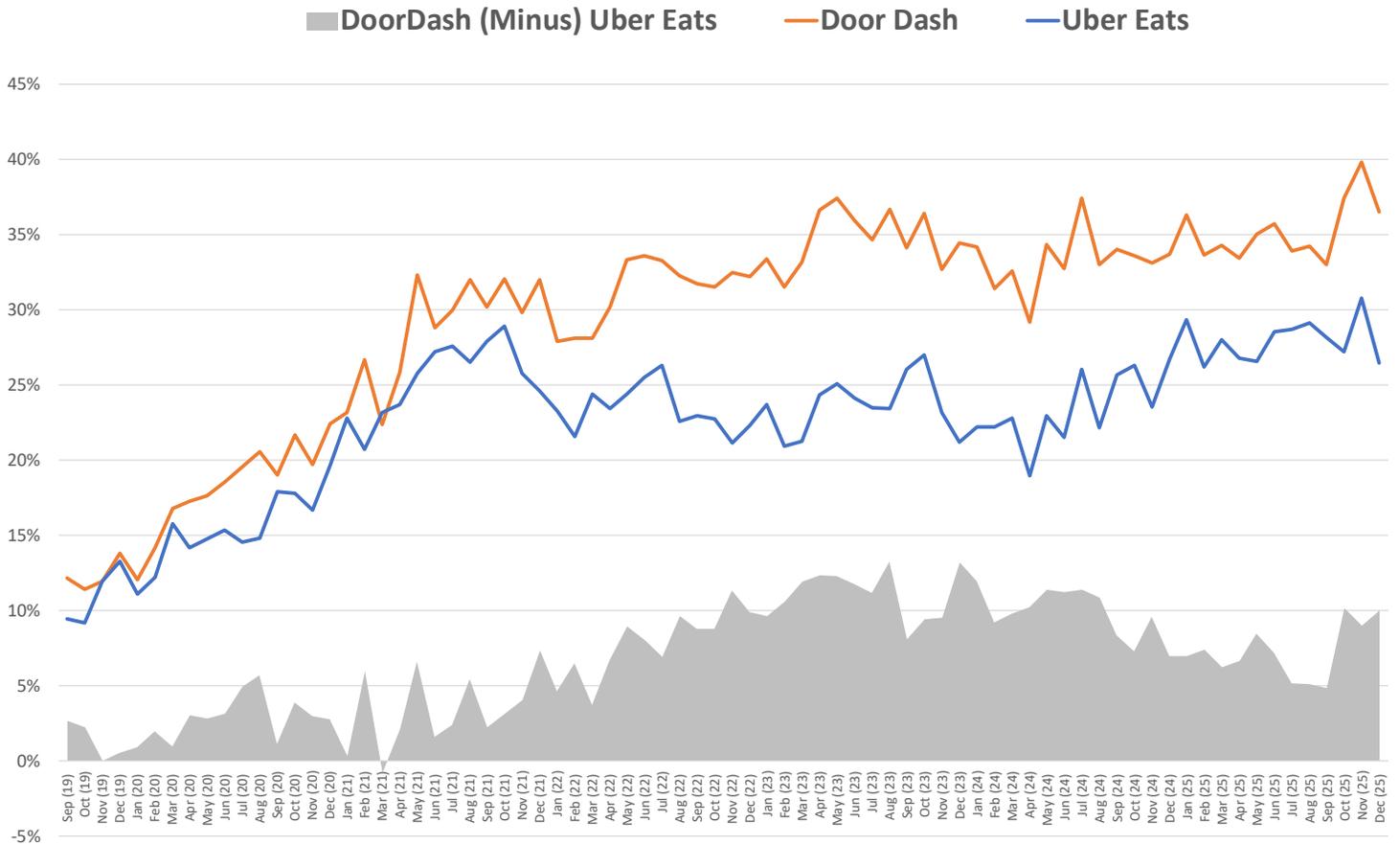
Posed to respondents who regularly or occasionally use each of the following apps.



## MONTHLY DATA

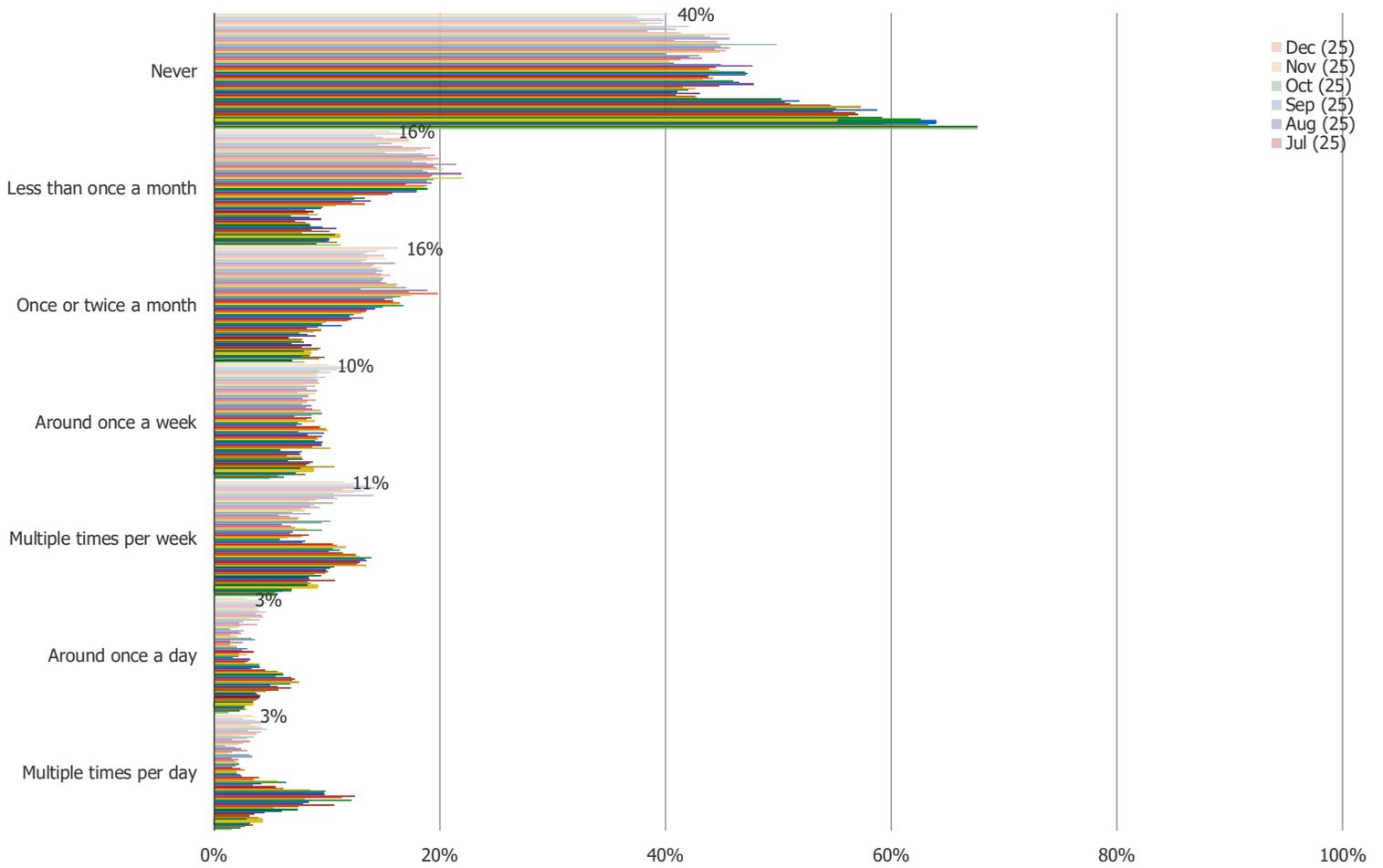
DO YOU REGULARLY OR OCCASIONALLY USE THE FOLLOWING FOOD DELIVERY SITES/APPS? SELECT ALL

Posed to all respondents.



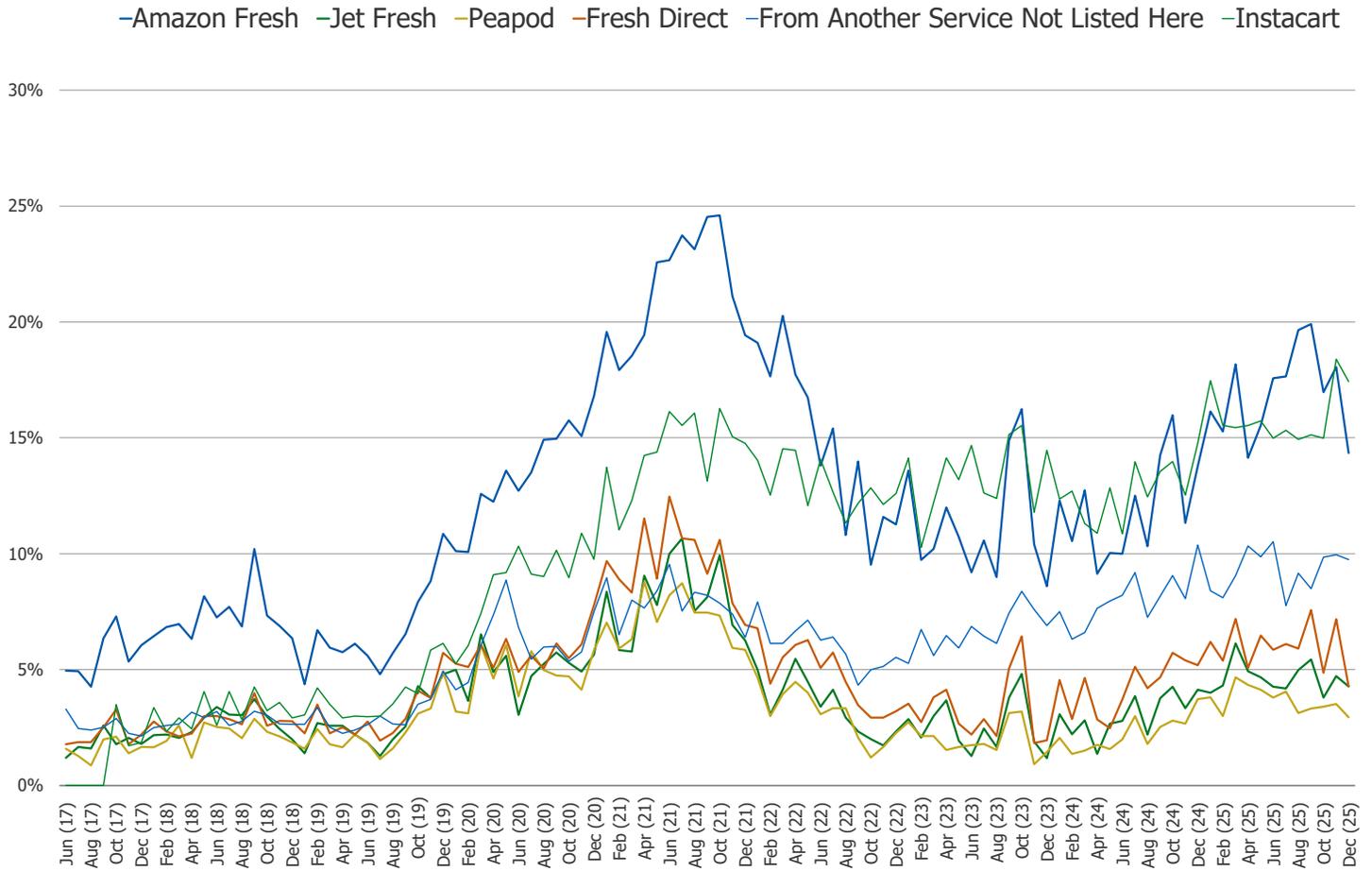
HOW OFTEN DO YOU USE FOOD DELIVERY APPS?

Posed to all respondents.



HAVE YOU GOTTEN GROCERIES DELIVERED IN THE PAST MONTH FROM ANY OF THE FOLLOWING?  
SELECT ALL

Posed to all respondents.



PLEASE CHARACTERIZE YOUR EXPERIENCE WITH ORDERING GROCERIES ONLINE:

Posed to all respondents.

-I have never ordered groceries online

-I ordered groceries online once, but not again since

-I order groceries online occasionally

-I order groceries online regularly

