

DCWP Restaurant Delivery Survey |

Hello. The NYC Department of Consumer and Worker Protection is conducting a survey about restaurant delivery. Your participation will help it study [new laws regulating delivery apps](#).

It should take less than 2 minutes. You may submit your response anonymously. Thank you for your time!

* = required field

1) Do you acknowledge that you are 18 years of age or older and freely consent to participate in the survey? * < single select >

- a) Yes
- b) No

[If b, skip to Screened-Out Exit]

2) Does your restaurant prepare orders for delivery? * < single select >

- a) Yes
- b) No

[If b, skip to text preceding question 9]

3) In the past 12 months, about what percentage of your sales came from delivery? * < single select >

- a) 0 - 10%
- b) 10 - 20%
- c) 20 - 30%
- d) 30 - 40%
- e) 40 - 50%
- f) 50 - 60%
- g) 70 - 80%
- h) 80 - 90%
- i) 90 - 100%

4) How is your food delivered to customers? * < single select >

- a) Our own employees make the deliveries
- b) Workers sent by delivery services make the deliveries
- c) A mix of (a) and (b)

[If a, skip to 6]

[If b, skip to 8]

5) Currently, which happens more?* < single select >

- a) Our own employees make the deliveries
- b) Workers sent by delivery services make the deliveries
- c) Both of these happen about the same amount

[skip to 8]

6) How do customers order delivery from your restaurant?* < multiple select > *Caption:* Select all that apply.

- a) By phone
- b) Through our website
- c) Through a third-party app or website

[If c is not selected, skip to text preceding question 9]

7) Which third-party apps or websites does your restaurant use?* < multiple select, w/ randomization >
Caption: Select all that apply.

- a) Uber Eats / Postmates
- b) Grubhub / Seamless
- c) DoorDash / Caviar
- d) Chowbus
- e) Fantuan
- f) HungryPanda
- g) Other < short text >

[skip to text preceding 9]

8) Which delivery services send workers to deliver food from your restaurant?* < multiple select, w/ randomization > *Caption:* Select all that apply.

- a) Uber Eats / Postmates
- b) Grubhub / Seamless
- c) DoorDash / Caviar
- d) Relay
- e) Chowbus
- f) Fantuan
- g) HungryPanda
- h) Other < short text >

- 9) How many locations does your business have in NYC? < single select > Caption: If you'd prefer not to answer, just skip the question.
- a) 1
 - b) 2-4
 - c) 5-9
 - d) 10 or more
- 10) How many total employees does your business have in NYC? < single select > Caption: If you'd prefer not to answer, just skip the question.
- a) 1-4
 - b) 5-9
 - c) 10-19
 - d) 20-49
 - e) 50-99
 - f) 100-249
 - g) 250 or more
- 11) Does your restaurant provide waiter service? < single select > Caption: If you'd prefer not to answer, just skip the question.
- a) Yes
 - b) No
 - c) Not sure
- 12) Is your restaurant part of a franchise or chain? Caption: If you'd prefer not to answer, just skip the question.
- 13) What best describes the cuisine at your restaurant? < single select > Caption: If you'd prefer not to answer, just skip the question.
- a) American
 - b) Chinese, Indian, or other Asian
 - c) Bakery or Dessert
 - d) Coffee or Tea
 - e) Deli, Salad, Juices, or Buffet
 - f) European, Jewish, Mediterranean, or Middle Eastern
 - g) Latin American, Mexican, or Caribbean
 - h) Pizza
 - i) Other

[If 9 is 2-4, 5-9, or 10 or more, skip to 14]

- 14) What zip code is your restaurant in? < numeric > If you'd prefer not to answer, just skip the question.

15) If we have any follow-up questions, is it ok to contact you by phone? < single select > If you'd prefer not to answer, just skip the question.

- a) Yes
- b) No

[If b, skip to Main Exit]

16) What's the best number at which to reach you? < phone number >

[Screened-Out Exit]. Thank you. In order to take this survey, you must be 18 years of age or older and freely consent to participate. To find out more about your restaurant's rights under NYC's new delivery laws, visit nyc.gov/DeliveryApps or call 311 and say "Delivery Apps."

[Main Exit]. Thanks! To find out more about your restaurant's rights under NYC's new delivery laws, visit nyc.gov/DeliveryApps or call 311 and say "Delivery Apps."