

## New York City Delivery Worker Survey

Use the top right menu to select your language.

NYC is surveying New Yorkers about their work for delivery apps. This is part of a new law to raise pay for app delivery workers. Your answers will help NYC set a minimum pay rate that reflects your expenses and needs.

The survey should take less than 5 minutes. It is being conducted by the NYC Department of Consumer and Worker Protection. Your answers are **confidential** and will **not** be shared with your apps.

For more information, visit [nyc.gov/DeliveryApps](https://nyc.gov/DeliveryApps) or call 311 and say "Delivery Worker."

Thank you for your time!

1. [Always show] Do you acknowledge that you are 18 years of age or older and freely consent to participate in the survey? \*
  - a. Yes
  - b. No
2. [Show if 1 = Yes] Just to confirm, have you ever worked for a delivery app? \*
  - a. Yes
  - b. No
3. [Show if 2 = Yes] In what year did you start? \*
  - a. 2022
  - b. 2021
  - c. 2020
  - d. 2019
  - e. 2018 or earlier
4. [Show if 3 is answered] In what month? \*
  - a. January
  - b. February
  - c. March
  - d. April
  - e. May
  - f. June
  - g. July
  - h. August
  - i. September
  - j. October
  - k. November
  - l. December

5. [Show if 4 is answered] Do you still work for a delivery app? \*

- a. Yes
- b. No

6. [Show if 5 = Yes] Which apps? \*

Select all that apply

- a. Uber Eats
- b. Grubhub
- c. DoorDash
- d. Relay
- e. Chowbus
- f. Fantuan
- g. HungryPanda
- h. Other

7. [Show if 5 = No] In what year did you stop? \*

- a. 2022
- b. 2021
- c. 2020
- d. 2019
- e. 2018 or earlier

8. [Show if 7 is answered] In what month? \*

- a. January
- b. February
- c. March
- d. April
- e. May
- f. June
- g. July
- h. August
- i. September
- j. October
- k. November
- l. December

9. [Show if 8 is answered] Which apps have you worked for in the past? \*

Select all that apply

- a. Uber Eats
- b. Grubhub
- c. DoorDash
- d. Relay
- e. Chowbus

- f. Fantuan
  - g. HungryPanda
  - h. Other
10. [Show if 5 = Yes] How many hours per week do you usually work for delivery apps? \*
- a. Fewer than 10 hours
  - b. 10 - 19 hours
  - c. 20 - 29 hours
  - d. 30 - 39 hours
  - e. 40 or more hours
11. [Show if 2 = Yes] When you first started working for delivery apps, did you buy a vehicle? \*
- a. Yes
  - b. No
12. [Show if 11 = Yes] What kind? \*
- a. E-bike
  - b. Moped
  - c. Car
  - d. Something else
13. [Show if 12 = a, b] Did you buy it used or new? \*
- a. Used
  - b. New
14. [Show if 12 = Moped] Was your moped gas or electric? \*
- a. Gas
  - b. Electric
15. [Show if 12 = E-bike AND 5 = Yes] Do you still use that e-bike for app deliveries? \*
- a. Yes
  - b. No
16. [Show if 12 = Car AND 5 = Yes] Do you still use that car for app deliveries? \*
- a. Yes
  - b. No
17. [Show if 12 = Moped AND 5 = Yes] Do you still use that moped for app deliveries? \*
- a. Yes
  - b. No
18. [Show if 15 = No OR (12 = e-bike AND 5 = No)] In what year did you stop using that e-bike for app deliveries? \*
- a. 2022

- b. 2021
- c. 2020
- d. 2019
- e. 2018 or earlier

19. [Show if 17 = No (12 = moped AND 5 = No)] In what year did you stop using that moped for app deliveries? \*

- a. 2022
- b. 2021
- c. 2020
- d. 2019
- e. 2018 or earlier

20. [Show if 18 or 19 is answered] In what month? \*

- a. January
- b. February
- c. March
- d. April
- e. May
- f. June
- g. July
- h. August
- i. September
- j. October
- k. November
- l. December

21. [Show if 18 is answered AND 20 is answered] Why did you stop using that e-bike for app deliveries? \*

Select only one answer

- a. It was stolen
- b. It was damaged in an accident
- c. It stopped working
- d. Another reason

22. [Show if 19 is answered AND 20 is answered] Why did you stop using that moped for app deliveries? \*

Select only one answer

- a. It was stolen
- b. It was damaged in an accident
- c. It stopped working
- d. Another reason

23. [Show if If 21 = b,c,d OR 22 = b,c,d] Did you sell it or trade it in? \*
- a. Yes
  - b. No
24. [Show if 5 = Yes AND 20 is not answered] How do you usually make app deliveries currently? \*
- Select only one answer
- a. I walk
  - b. I use an e-bike
  - c. I use a car
  - d. I use a moped
  - e. I use something else
25. [Show if 24 = e-bike] Do you rent your e-bike, or do you own your e-bike? \*
- a. I rent my e-bike
  - b. I own my e-bike
26. [Show if 24 = moped] Do you rent your moped, or do you own your moped? \*
- a. I rent my moped
  - b. I own my moped
27. [Show if 24 = car] Do you lease your car, or do you own your car? \*
- a. I lease my car
  - b. I own my car
28. [Show if 26 is answered] Is your moped gas or electric? \*
- a. Gas
  - b. Electric
29. [Show if 27 is answered] What year is the car? \*
- a. 2022
  - b. 2021
  - c. 2020
  - d. 2019
  - e. 2018
  - f. 2017
  - g. 2016
  - h. 2015
  - i. 2014
  - j. 2013
  - k. 2012
  - l. 2011
  - m. 2010
  - n. 2009

- o. 2008
- p. 2007
- q. 2006
- r. 2005
- s. 2004
- t. 2003
- u. 2002 or older
- v. Not sure

30. [Show if 29 is answered] Who's the manufacturer? \*

If you'd prefer not to answer, just skip the question.

- a. Honda
- b. Toyota
- c. Ford
- d. Chevy
- e. Nissan
- f. Other

31. [Show if 30 = Honda] What Honda model? \*

If you'd prefer not to answer, just skip the question.

- a. CRV
- b. Civic
- c. Pilot
- d. Odyssey
- e. Other

32. [Show if 30 = Toyota] What Toyota model? \*

If you'd prefer not to answer, just skip the question.

- a. RAV4
- b. Camry
- c. Corolla
- d. Highlander
- e. Other

33. [Show if 30 = Ford] What model Ford? \*

If you'd prefer not to answer, just skip the question.

- a. Explorer
- b. Focus
- c. Mustang
- d. Escape
- e. Fusion
- f. Other

34. [Show if 30 = Nissan] What model Nissan? \*

If you'd prefer not to answer, just skip the question.

- a. Sentra
- b. Altima
- c. Versa
- d. Kicks
- e. Maxima
- f. Other

35. [Show if 30 = Chevy] What Chevy model? \*

If you'd prefer not to answer, just skip the question.

- a. Equinox
- b. Traverse
- c. Malibu
- d. Cruze
- e. Spark
- f. Other

36. [Show if 29 is answered] How many miles does it have? \*

- a. Less than 25,000 miles
- b. 25,000 - 49,999 miles
- c. 50,000 – 74,999 miles
- d. 75,000 - 99,999 miles
- e. 100,000 miles or more
- f. Not sure

37. [Show if 24 = car] When did you start using this car for app deliveries? \*

- a. 2022
- b. 2021
- c. 2020
- d. 2019
- e. 2018 earlier

38. [Show if 24 = car or 16 = yes] How many hours per week is your car in use for something **other** than app delivery? \*

- a. Fewer than 10 hours
- b. 10 - 19 hours
- c. 20 - 29 hours
- d. 30 - 39 hours
- e. 40 or more hours

Exit 1

[Show if 2 = Yes]

Thank you!

Please also consider joining us at a special online event about delivery worker pay on June 15, 1pm – 4pm. You will be able to hear from other delivery workers and members of the public and share your experiences and suggestions if you like. To learn more, visit [tinyurl.com/DeliveryWorkerHearing2022](https://tinyurl.com/DeliveryWorkerHearing2022) or call 311 and say “Delivery Worker.” We hope you can join!

## Exit 2

[Show if 1 = No]

Thank you!

To take this survey, you must be 18 years of age or older and freely consent to participate. For more information, visit [nyc.gov/DeliveryApps](https://nyc.gov/DeliveryApps) or call 311 and say “Delivery Worker.”

## Exit 3

[Show if 2 = No]

Thank you!

This survey is only for people who have worked for delivery apps. For more information, visit [nyc.gov/DeliveryApps](https://nyc.gov/DeliveryApps) or call 311 and say “Delivery Worker.”

## Footer

This survey is being conducted by the NYC Department of Consumer and Worker Protection. For more information, visit [nyc.gov/DeliveryApps](https://nyc.gov/DeliveryApps) or call 311 and say “Delivery Worker.”

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### *Notes:*

*\* = required field.*

*On July 20<sup>th</sup>, 2022, questions 30-35 were changed from not required to required, and the prompt “If you’d prefer not to answer, just skip the question.” was removed.*