

Delivery Worker Survey

Welcome Page

Hello. This survey is being conducted by Sam Schwartz Engineering for the NYC Department of Consumer and Worker Protection (DCWP). This survey asks about your experience as a delivery worker, but does not ask for your name or any other identifying information. Your responses are anonymous and will be shared with Columbia University to help DCWP set a minimum pay rate for delivery workers.

Staff from the Worker's Justice Project/Los Deliveristas Unidos are assisting with outreach for this survey. They may be available to help you complete this survey or answer questions.

Do you acknowledge that you are 18 years of age or older and freely consent to participate in the study? < yes, no >

Your Work as an App Delivery Worker

1. Do you do work for delivery apps?

<If "Yes" continue to Q2, if "No" end>

2. How long have you been working for delivery apps?

- 0. Less than one year
- 1. One to two years
- 2. More than two years

3. How many hours do you usually work per week?

- 0. <Enter number of hours>

4. How much money do you usually earn per week, including tips?

- 0. <Enter dollar amount>

Your Delivery Apps

5. How many apps do you currently work for?

- 0. 1
- 1. 2
- 2. 3
- 3. More than 3

<If answer == 1 then next Q; otherwise skip to Q7: "Which apps do you currently work for?">

6. [If Q5 == 1] Which app? <choose one>
- 0. UberEats / Postmates
 - 1. GrubHub / Seamless
 - 2. DoorDash / Caviar
 - 3. Relay
 - 4. Chowbus
 - 5. HungryPanda
 - 6. Fantuan
 - 7. A different app (fill-in) <open text>

<skip to Q9: "Do you use more than one cell phone to do your job?">

7. [If Q5 is greater than 1] Which apps do you currently work for? <multiple select>
- 0. UberEats / Postmates
 - 1. GrubHub / Seamless
 - 2. DoorDash / Caviar
 - 3. Relay
 - 4. Chowbus
 - 5. HungryPanda
 - 6. Fantuan
 - 7. A different app (fill-in) <open text>

8. Which app do you use the most? <choose one>
- 0. UberEats / Postmates
 - 1. GrubHub / Seamless
 - 2. DoorDash / Caviar
 - 3. Relay
 - 4. Chowbus
 - 5. HungryPanda
 - 6. Fantuan
 - 7. A different app (fill-in) <open text>

Insert this text prior to Q9: In order to determine a proper wage standard we need to understand the time and money you need to spend in order to do your job safely and efficiently. Please keep this in mind to answer the following questions.

9. Do you use more than one cell phone to do your job?
- 0. Yes
 - 1. No
10. For the most recent cell phone you purchased for your work, how much did you spend?
- 0. <Enter dollar amount>

11. How much do you spend on your cell phone plan(s) each month? [use as a display note, if available: "Only include the plans you use for work."]
0. <Enter dollar amount>

Your Vehicle

12. How do you make deliveries?
0. I walk
1. I use an e-bike
2. I use a car
3. I use a moped
4. I use something else

<E-bikers continue to E-Bike Expenses. Moped users skip to Moped Expenses. All others skip to Group 3 expenses>

E-Bike Expenses

13. Does your e-bike have an electric battery and pedals that move?
0. Yes
1. No
2. I don't know

14. Do you rent your e-bike or did you buy it?
0. I rent my e-bike
1. I bought my e-bike

<if "bought" skip to Q16 "How much did you pay for the e-bike?">

15. How much do you pay per month to rent the e-bike?
0. <Enter dollar amount>

<skip to Q22: "When you started the job, how much did you spend buying on delivery accessories like...">

16. How much did you pay for the e-bike?
0. <Enter dollar amount>

17. In what year did you buy it?
0. 2022

1. 2021
2. 2020
3. 2019 or earlier

18. Every month, how much do you spend to store and charge your e-bike?

0. <Enter dollar amount>

19. How much does your anti-theft GPS tracker cost each year?

0. <Enter dollar amount>

20. In one year, how much MONEY do you spend on bike repair (including parts and tools), new batteries, and chargers?

0. <Enter dollar amount>

21. In one year, how many HOURS do you spend maintaining or repairing your e-bike?

0. Fewer than 20 hours in a year
1. 20 - 40 hours in a year
2. 40 - 60 hours in a year
3. More than 60 hours in a year

22. When you started the job, how much did you spend buying on delivery accessories like: GPS tracker, *handlebar gloves*, *winter gear*, *rain gear*, *rack*, *food bag*, *basket*, *bungee cords*, *helmet*, *lights*, *horn*, *reflective vest*, *water bottle*, *lock*, *phone holster*, etc.?

0. <Enter dollar amount>

23. Is there anything you want to purchase for your work, but you are unable to afford it?

0. <free text>

<Skip to Work Experience>

Moped Expenses

24. Do you rent your moped or did you buy it?

0. I rent my moped
1. I bought my moped

<if "bought" skip to Q26: "How much did you pay for the moped?">

25. How much do you pay per month to rent the moped?

0. <Enter dollar amount>

<skip to Q32: "Does your moped use gasoline or is it electric?">

26. How much did you pay for the moped?

0. <Enter dollar amount>

27. In what year did you buy it?

0. 2022

1. 2021

2. 2020

3. 2019 or earlier

28. Every month, how much do you spend to store your moped?

0. <Enter dollar amount>

29. How much does your anti-theft GPS tracker cost each year?

0. <Enter dollar amount>

30. In one year, how much MONEY do you spend on moped repair (including parts and tools)?

0. <Enter dollar amount>

31. In one year, how many HOURS do you spend maintaining or repairing your moped?

0. Fewer than 20 hours in a year

1. 20 - 40 hours in a year

2. 40 - 60 hours in a year

3. More than 60 hours in a year

32. Does your moped use gasoline or is it electric?

0. Gasoline

1. Electric

2. I don't know

<if "Gasoline" continue to next question; if "electric" skip to Q34: "In the last month, how much did you spend to charge your moped?">

33. In the last month, how much did you spend on gasoline for your moped?

0. <Enter dollar amount>

<Skip to Q35: "When you started the job, how much did you spend on delivery accessories like...">

34. In the last month, how much did you spend to charge your moped?

0. <Enter dollar amount>

35. When you started the job, how much did you spend on delivery accessories like:

handlebar gloves, winter gear, rain gear, rack, food bag, basket, bungee cords, helmet, lights, horn, reflective vest, water bottle, lock, phone holster, etc.?

0. <Enter dollar amount>

36. Is there anything you want to purchase for your work, but you are unable to afford it?

0. <free text>

<Skip to Work Experience>

Group 3 (not e-bike or moped) Expenses

37. When you started the job, how much did you spend on delivery accessories like: *winter gear, rain gear, food bag, reflective vest, water bottle, phone holster, etc.?*

0. <Enter dollar amount>

38. Is there anything you want to purchase for your work, but you are unable to afford it?

0. <open text>

<Continue to Work Experience>

Work Experience

39. Have you ever been disciplined or punished by the apps? Please check all that apply.

- Yes, they LOWERED MY RATING.
- Yes, they CUT MY HOURS.
- Yes, they SUSPENDED MY ACCOUNT.
- Yes, they DEACTIVATED MY ACCOUNT.
- Yes, they CALLED ME AND VERBALLY DISCIPLINED ME.
- Yes, they LOWERED MY SIGN UP PRIORITY
- Other: _____
- No, none of these happened to me.

40. Did you ever have problems getting paid by the apps? Please check all that apply:

- Didn't receive tips
- Didn't get paid for an order
- Paid wrong amount for an order
- Didn't receive the pay I was owed for a canceled order
- Didn't get paid at all
- Other: _____

41. [ask only if Q12 == e-bike or mopeds, all others skip to Q48 on assault] Have you been involved in an accident or collision while doing a pickup or delivery?

- 0. Yes
- 1. No

<If "Yes" continue, if "No" skip to Q47 on theft>

42. Were you injured?

- 0. Yes
- 1. No

<If "Yes" continue, if "No" skip to Q47 on theft>

43. Did you receive medical care?

- 0. Yes
- 1. No

<If "Yes" continue, if "No" skip to Q45 on missed work>

44. How much did you pay for the medical care?

- 0. <enter dollar amount>

45. Did you miss work because of the injury?

- 0. Yes
- 1. No

<If "Yes" continue, if "No" skip to Q47 on theft>

46. How many days?

- 0. <enter number of days>

47. Have you ever had a vehicle stolen while working for the apps?

- 0. Yes
- 1. No

48. Have you ever been physically assaulted while working for the app(s)?

- 0. Yes
- 1. No

<If "Yes" continue, if "No" skip to Q54 on safety>

49. Were you injured?

- 0. Yes
- 1. No

<If "Yes" continue, if "No" skip to Q54 on safety>

50. Did you receive medical care for any of your injuries?

- 0. Yes
- 1. No

<If "Yes" continue, if "No" skip to Q52 on missed work>

51. How much did you pay for the medical care?

- 0. <enter dollar amount>

52. Did you miss work because of the injury?

<If "Yes" continue, if "No" skip to Q52 on safety>

53. How many days?

- 0. <enter number of days>

54. How often are you afraid for your safety while working for the app(s)?

- 0. Almost every day
- 1. Once every month
- 2. Less than once a month
- 3. Never

55. Since you began this job, how often have you received tickets for traffic violations?

- 0. Never
- 1. Once a month
- 2. Once in 6 months
- 3. Once in a year

56. How much have you paid in tickets in the last year?

- 0. <dollar amount>

57. What were you doing for work before you started delivering for apps?

- 0. I worked for a restaurant doing deliveries

1. I worked for a restaurant doing something else
2. I worked in construction
3. I worked as a day laborer
4. Other <open text response>

58. Is there anything else you would like for us to know about your work?

0. Open response
1. No

Exit message:

Thank you!

For any questions about this survey, contact Worker's Justice Project/Los Deliveristas Unidos:

- Visit <https://losdeliveristasunidos.org/>
- Call (347) 889-6340
- Visit 365 Broadway, Brooklyn, NY 11211

Did you know that Delivery Workers have new rights? For more information about what the new Delivery Workers Law means for you, visit the Department of Consumer and Worker Protection (DCWP) at www.nyc.gov/DeliveryApps or call 311 and ask for "Delivery Worker Assistance."