

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 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 = No] In what year did you stop? *
- a. 2022
 - b. 2021
 - c. 2020
 - d. 2019
 - e. 2018 or earlier
7. [Show if 6 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
8. [Show if 5 = Yes OR 7 is answered] Which apps? *
- Select all that apply
- a. Uber Eats
 - b. Grubhub
 - c. DoorDash
 - d. Relay
 - e. Chowbus
 - f. Fantuan
 - g. HungryPanda
 - h. Other
9. [Show if 8 is answered AND 5 = Yes] 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

10. [Show if 8 is answered AND 5 = No] How did you usually make app deliveries? *

Select only one answer

- a. Walk
- b. E-bike
- c. Car
- d. Moped
- e. Something else

11. [Show if 10 is answered] You said you don't work for delivery apps anymore. Do you have a different job now? *

- a. Yes
- b. No

12. [Show if 11 = Yes] In your current job, do you get paid at an hourly rate? *

- a. Yes
- b. No

13. [Show if 12 is answered] What is the hourly rate? *

- a. Less than \$15
- b. \$15.00 - \$17.99
- c. \$17.00 - \$18.99
- d. \$19.00 - \$20.99
- e. \$21 or more

14. [Show if 9 = I use a moped] Is your moped gas or electric? *

- a. Gas
- b. Electric

15. [Show if 9 is answered] During the past 12 months, how many phones have you bought for your work with delivery apps? *

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4
- f. 5
- g. 6 or more

16. [Show if 15 = 1] What kind of phone was it? *

- a. iPhone
- b. Android
- c. Other

17. [Show if 15 = 2, 3, 4, 5 or 6 or more] What's the most recent phone you bought for your work with delivery apps? *

- a. iPhone
- b. Android
- c. Other

18. [Show if 16 = iphone] What model iPhone?

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

- a. iPhone 13
- b. iPhone 12
- c. iPhone 11
- d. iPhone X/XS/XR
- e. iPhone 8
- f. iPhone 7
- g. Not sure

19. [Show if 16 = Android] What kind of Android?

- a. If you'd prefer not to answer, just skip the question.
- b. Google Pixel
- c. Motorola
- d. OnePlus
- e. Nokia
- f. Other
- g. Not sure

20. [Show if 19 = Samsung] Which model Samsung?

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

- a. Galaxy A-Series
- b. Galaxy S-Series
- c. Other
- d. Not sure

21. [Show if 19 = Google Pixel] Which model?

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

- a. Pixel
- b. Pixel 2
- c. Pixel 3
- d. Pixel 4
- e. Pixel 5
- f. Pixel 6
- g. Other
- h. Not sure

22. [Show if 19 = Motorola] Which model?

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

- a. Moto C
- b. Moto E
- c. Moto Edge
- d. Moto G
- e. Motorola One
- f. Moto X
- g. Moto Z
- h. Other
- i. Not sure

23. [Show if 19 = OnePlus] Which model?

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

- a. OnePlus 5
- b. OnePlus 6
- c. OnePlus 7
- d. OnePlus 8
- e. OnePlus 9
- f. OnePlus 10
- g. OnePlus Nord
- h. OnePlus Nord 2
- i. Other
- j. Not sure

24. [Show if 19 = Nokia] Which model?

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

- a. C100
- b. XR20
- c. X100
- d. G300
- e. G50
- f. G20
- g. G10
- h. 8V
- i. 2V
- j. Nokia 1
- k. Nokia 2
- l. Nokia 3
- m. Nokia 4
- n. Nokia 5
- o. Nokia 6
- p. Nokia 7
- q. Nokia 8

- r. Nokia 9
- s. Other
- t. Not sure

Note: Choices a-i were only available to respondents on and after June 30th. Choices j-r were only available to respondents before June 30th.

24a [Show if 16 is answered or 17 is answered] Did you buy it used or new? *

- a. Used
- b. New

25. [Show if 15 is answered] During the past 12 months, how many phones have you sold or traded-in? *

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4
- f. 5
- g. 6 or more

26. [Show if 9 = e-bike] How much do you spend **per month** to store and charge your e-bike?

- a. \$0
- b. \$1 - \$99
- c. \$100 - \$199
- d. \$200 - \$299
- e. \$300 - \$399
- f. \$400 - \$499
- g. \$500 or more

27. [Show if 14 = Electric] How much do you spend **per month** to store and charge your moped?

- a. \$0
- b. \$1 - \$99
- c. \$100 - \$199
- d. \$200 - \$299
- e. \$300 - \$399
- f. \$400 - \$499
- g. \$500 or more

28. [Show if 9 = e-bike] During the **past 12 months**, how many batteries have you bought for your e-bike?

- a. 0
- b. 1
- c. 2

- d. 3
- e. 4
- f. 5 or more

29. [Show if 14 = electric] During the **past 12 months**, how many batteries have you bought for your moped?

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4
- f. 5 or more

30. [Show if 9 = I use a car] How much do you spend **per month** to store or park your car?

- a. \$0
- b. \$1 - \$99
- c. \$100 - \$199
- d. \$200 - \$299
- e. \$300 - \$399
- f. \$400 - \$499
- g. \$500 or more

31. [Show if 14 = Gas] How much do you spend **per month** to store or park your moped?

- a. \$0
- b. \$1 - \$99
- c. \$100 - \$199
- d. \$200 - \$299
- e. \$300 - \$399
- f. \$400 - \$499
- g. \$500 or more

32. [Show if 9 = I use an e-bike OR I use a moped] During the **past 12 months**, have you bought any of the following items for your work with delivery apps?

Select all that apply

- a. Handlebar gloves
- b. Shoes, Clothing, or Rain Gear
- c. Rack
- d. Basket
- e. Helmet
- f. Lights
- g. Horn
- h. Reflective vest
- i. Lock
- j. Alarm

- k. Camera
- l. GPS

33. [Show if 32b is selected] You said that during the **past 12 months** you bought shoes, clothing, or rain gear for your work with delivery apps. How much did you spend?

- a. \$0 - \$99
- b. \$100 - \$199
- c. \$200 - \$299
- d. \$300 - \$399
- e. \$400 - \$499
- f. \$500 or more

34. [Show if 9 = I use an e-bike] In the **past month (30 days)**, how much **money** did you spend maintaining or repairing your e-bike?

Include replacement parts you bought and any services provided by a mechanic, bike store, or service center. **Exclude** spending on batteries, gas, or accessories.

- a. \$0 - \$49
- b. \$50 - \$99
- c. \$100 - \$199
- d. \$200 - \$399
- e. \$400 - \$599
- f. \$600 - \$799
- g. \$800 or more

35. [Show if 9 = I use a moped] In the **past month (30 days)**, how much money did you spend maintaining or repairing your moped?

Include replacement parts you bought and any services provided by a mechanic, bike store, or service center. **Exclude** spending on batteries, gas, or accessories.

- a. \$0 - \$49
- b. \$50 - \$99
- c. \$100 - \$199
- d. \$200 - \$399
- e. \$400 - \$599
- f. \$600 - \$799
- g. \$800 or more

36. [Show if 9 = I use an e-bike] In the **past month (30 days)**, how many **hours** did you spend maintaining or repairing your e-bike?

Include time buying parts, waiting for repairs or service, travelling to a mechanic, service center, or bike store, and doing your own maintenance and repairs.

- a. 0 hours
- b. 1 - 4 hours
- c. 5 - 9 hours
- d. 10 or more hours

37. [Show if 9 = I use a moped] In the **past month (30 days)**, how many **hours** did you spend maintaining or repairing your moped?

Include time buying parts, waiting for repairs or service, travelling to a mechanic or bike store, and doing your own maintenance and repairs.

- a. 0 hours
- b. 1 – 4 hours
- c. 5 – 9 hours
- d. 10 or more hours

38. [Show if 9 = I use a car] In the **past month (30 days)**, how many **hours** did you spend maintaining or repairing your car?

Include time buying parts, waiting for repairs or service, travelling to a mechanic, service center, or auto parts store, and doing your own maintenance and repairs.

- a. 0 hours
- b. 1 - 4 hours
- c. 5 - 9 hours
- d. 10 or more hours

39. [Show if 9 = I use a car, I use an e-bike, or I use a moped] In the **past month (30 days)**, did you receive a traffic or parking ticket because of your work for delivery apps?

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

- a. Yes
- b. No

40. [Show if 39 is answered] How much was the ticket?

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

- a. Less than \$50
- b. \$50 - \$99
- c. \$100 - \$199
- d. \$200 - \$299
- e. \$300 - \$399
- f. \$400 or more

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 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 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 or call 311 and say “Delivery Worker.”

Footer

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Notes:

** = required field.*