

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 completed] 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 completed] 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 completed] 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 completed] Which apps have you worked for in the past? *

Select all that apply

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

10. [Show if 6 is completed] 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 10 is completed] Is app delivery your only job? *
- a. Yes
 - b. No
12. [Show if 11 = No] Is app delivery your main job? *
- a. Yes
 - b. No
13. [Show if 11 is completed] How much money do you usually earn per week from delivery apps, including tips? *
- a. Less than \$200
 - b. \$200 - \$399
 - c. \$400 - \$599
 - d. \$600 - \$799
 - e. \$800 - \$999
 - f. \$1,000 - \$1,199
 - g. \$1,200 or more
14. [Show if 13 is completed] 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
15. [Show if 9 is completed] How would you usually make app deliveries? *
- Select only one answer
- a. Walk
 - b. E-bike
 - c. Car
 - d. Moped
 - e. Something else
16. [Show if 15 is completed OR 14 is completed] Have you been injured seriously enough while working for delivery apps that you missed work, lost consciousness, or received medical care? *
- If any of these things happened, answer "Yes." If none of them happened, answer "No."

- a. Yes
- b. No

17. [Show if 16 = Yes] How many times has this happened? *

- a. 1
- b. 2
- c. 3
- d. 4 or more

18. [Show if 17 is completed] How many of these incidents caused you to miss work? *

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

19. [Show if 18 = 1, 2, 3, or 4 or more] Altogether, how many days of work did you miss because of these incidents? *

- a. 0 days
- b. 1 – 3 days
- c. 4 - 6 days
- d. 7 - 14 days
- e. 15 or more days

20. [Show if 19 is completed OR 18 = 0 OR 16 = No] Have you ever been physically assaulted while working for a delivery app? *

- a. Yes
- b. No

21. [Show if 20 = Yes] Were you injured in any of the assaults?*

- a. Yes
- b. No

[Show if 2 = Yes] To make sure we're hearing from all app delivery workers, we have a few questions about your background. You may skip any question you'd prefer not to answer.

22. [Show if 2 = Yes] Do you currently describe yourself as male, female or transgender?

- a. Male
- b. Female
- c. Transgender
- d. None of these

23. [Show if 2 = Yes] What is your age?

- a. 18 - 24
- b. 25 - 34

- c. 35 - 44
 - d. 45 - 54
 - e. 55 - 64
 - f. 65 and older
24. [Show if 2 = Yes] Are you of Hispanic, Latino, or Spanish origin?
- a. No, not of Hispanic, Latino, or Spanish origin
 - b. Yes, Mexican, Mexican American, Chicano
 - c. Yes, Puerto Rican
 - d. Yes, Cuban
 - e. Yes, another Hispanic, Latino, or Spanish origin
25. [Show if 2 = Yes] What is your race?
Select all that apply
- a. White
 - b. Black or African American
 - c. American Indian or Alaska Native
 - d. Asian Indian
 - e. Chinese
 - f. Filipino
 - g. Japanese
 - h. Korean
 - i. Vietnamese
 - j. Other Asian
 - k. Native Hawaiian
 - l. Chamorro
 - m. Samoan
 - n. Other Pacific Islander
26. [Show if 2 = Yes] How well do you speak English?
- a. Very well
 - b. Well
 - c. Not well
 - d. Not at all

Exit 1

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

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

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Notes:

** = required field.*