April 21, 2020

To: Bryan Goebel, SFLAFCO  
FROM: Chris Benner, UCSC  
RE: Preliminary Results, Survey of COVID-19 Impacts on Ride Hailing and Food Delivery Workers

As you know, working with our collaborators at Jobs With Justice Education Fund and Jobs with Justice San Francisco, in early April we launched an online survey of platform-based food and grocery delivery and ride-hailing workers to better understand, how the COVID-19 pandemic is affecting their work, the types of support they are receiving, both from the platform companies and from other sources, and the continued needs they face. We will provide a more complete analysis of these survey results in the second week of May, as part of our full research report to you on the broader study we are conducting for you. However, with the San Francisco Board of Supervisors actively considering policies related to protecting food and grocery delivery workers, I wanted to provide you with this summary of preliminary results from our survey.

While the specific numbers may shift by the final analysis of the survey, I am confident that the broad patterns I am sharing here are an accurate portrayal of the survey respondents. Overall the picture is very clear: these platform-based food & grocery delivery and ride-hailing workers are struggling financially. They provide critical services, which exposes them to the public, and yet are not properly protected either from contracting or spreading the novel coronavirus. I believe it is important for both platform companies in this sector and public officials to take the necessary steps to ensure this workforce and the population they serve are properly protected.

Key findings from the survey include:

- **People surveyed represent a broad spectrum of the industry**
  - 41% were currently working primarily in food and/or grocery delivery, with nearly half of those having shifted from ride-hailing. 35% continue to work on ride-hailing apps, with the remainder mostly no longer working.
  - 83% of respondents were men, 50% were immigrants, 69% were people of color, and 69% are without a college degree.

- **People surveyed face significant economic insecurity:**
  - More than half of respondents have lost between 75 and 100 percent of their weekly earnings on the platform companies since February
  - One third reported still accepting jobs despite their fears of spreading or contracting the virus
  - Only 31% would be able to pay immediately a $400 emergency expense
  - 17% have no health insurance, and another 32% obtain health insurance through Covered California/Medical or another state/federal insurance program
• **Workers are largely dissatisfied with how the platform companies have responded to COVID-19**
  - 43% of respondents said the major platform company they work for was doing nothing to adequately protect them, while another 12% said the platform was not doing enough, compared to 25% who said the app was offering “reasonable protections” (16%) or was “very responsive” (9%).
  - Over two-thirds reported their primary platform company is not providing training and information on how to protect themselves and their customers.
  - 58% are not getting gloves and sanitizing products from their primary platform.
  - 81% report that their primary platform company is not requiring customers to report that they are sick before they accept the job.
  - 73% report that their primary platform company are not providing financial support if they are exposed to or contract COVID-19.

• **Workers are taking substantial measures to protect themselves and others**
  - 72% are washing their hands more frequently
  - 62% are cleaning their car more frequently
  - 62% are keeping as much distance as possible from customers for deliveries
  - 37% are even providing sanitizer to their customers

• **Workers would like more public assistance**
  - Nearly two thirds of those surveyed wanted public officials to take specific actions in response to COVID-19, including:
    - Provide free sanitizer, gloves and other protective equipment;
    - Provide emergency financial assistance;
    - Enforce laws to ensure they had access to unemployment, paid leave and other benefits of city and state laws.

This survey was conducted online between April 8-20 with 219 responses. Survey respondents were recruited primarily through online communities of drivers and delivery people, and various labor and community organizations working with on-demand mobility workers.

Anyone is free to contact me if they would like additional information about this survey and our findings.

Sincerely,

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Professor of Environmental Studies and Sociology
Director, Institute for Social Transformation
Director, Everett Program For Technology and Social Change
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Impact of COVID-19 On App-Based Delivery & Ridehailing Workers

Preliminary Survey Results, April 2020

- Chris Benner, Ph.D.
- Director and Professor, Institute for Social Transformation
- cbenner@ucsc.edu

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Snapshot of Survey Respondents

- 219 respondents filled out the online survey in April 2020
- 41% of those surveyed are primarily working on food and/or grocery delivery apps, with nearly half of those making the switch from ridehailing apps due to coronavirus
- 35% are working on ridehailing apps
- Nearly one quarter stopped working on the apps when the virus hit
Snapshot of Respondents

Racially & ethnically diverse

50% immigrants

69% without a college degree

83% male
Which one of the following apps do you currently work the most for?

- Uber: 42%
- DoorDash: 11%
- Lyft: 14%
- Instacart: 6%
- Shipt: 2%
- Saucey: 1%
- Postmates: 1%
- Amazon Flex: 6%
- Caviar: 2%
- Grub Hub: 3%
- Other (manually respond): 9%
- Uber Eats: 3%
Workers Are Financially Struggling
Financial Hardships Force Tough Decisions During Coronavirus

Has the virus impacted your decision to accept jobs?

- 62% I am working less, out of fear of contracting or sharing the virus with customers I'm in contact with
- 28% I am accepting jobs despite my fears of sharing and contracting the virus because I need the income
- 6% I am accepting jobs normally and am not concerned about contracting or sharing the virus
- 4% I am working less, because I am sick or need to care for a sick person
Respondents Report Insufficient Company Responses to Coronavirus

On a scale of 1-5, to what extent do you feel the platforms are doing enough to protect you from exposure to COVID-19?

- 1 Doing nothing to adequately protect me: 43%
- 2 Doing not enough to respond to the virus: 12%
- 3 Neutral: 20%
- 4 Offering reasonable protections from the virus: 16%
- 5 Very responsive to the virus and doing everything they can to protect me: 9%

Image of person driving car with a mask on.
Respondents Report Insufficient Company Responses to Coronavirus

<table>
<thead>
<tr>
<th>Action</th>
<th>Respondents</th>
<th>Report</th>
<th>Insufficient Company Responses to Coronavirus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offers procedures and support for what to do if you exhibit symptoms of the virus</td>
<td>80.7</td>
<td></td>
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</tr>
<tr>
<td>Provides financial assistance if you have been diagnosed with or exposed to COVID-19</td>
<td>73.1</td>
<td>26.9</td>
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<tr>
<td>Requires customers to report when they are sick before the job begins</td>
<td>81.5</td>
<td></td>
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<tr>
<td>Offers training in 'contactless' deliveries</td>
<td>73.1</td>
<td>26.9</td>
<td></td>
</tr>
<tr>
<td>Provides gloves, sanitizing products for hands, vehicle or other protective equipment</td>
<td>58.8</td>
<td>41.2</td>
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<tr>
<td>Offers training to protect yourself through contact with customers</td>
<td>68.7</td>
<td>30.3</td>
<td></td>
</tr>
<tr>
<td>Offers training to protect yourself while shopping or picking up food</td>
<td>73.1</td>
<td>26.9</td>
<td></td>
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</table>
# Calls for Government Action

<table>
<thead>
<tr>
<th>Action</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer priority access to COVID-19 testing</td>
<td>53.5</td>
<td>46.5</td>
</tr>
<tr>
<td>Provide emergency healthcare</td>
<td>57.5</td>
<td>42.5</td>
</tr>
<tr>
<td>Provide parking-accessible facilities with restrooms for access to hand washing</td>
<td>57.5</td>
<td>42.5</td>
</tr>
<tr>
<td>Enforce laws so app-based workers who are misclassified as contractors have access to unemployment, paid leave and other benefits under city and state laws</td>
<td>37.0</td>
<td>63.0</td>
</tr>
<tr>
<td>Provide emergency financial assistance</td>
<td>34.6</td>
<td>65.4</td>
</tr>
<tr>
<td>Provide free sanitizer, gloves and other protective equipment</td>
<td>35.4</td>
<td>64.6</td>
</tr>
</tbody>
</table>

*Source: [COVID-19 Public Opinion Poll](https://example.com)*
Urgent Needs For Health & Economic Security

What do you most urgently need right now?

- None of these things, I am coping well: 93.7%
- Protections from exposure to people who are ill: 44.1% Yes, 55.9% No
- Access to healthcare benefits: 60.6% Yes, 39.4% No
- Emergency funds to cover bills, food, etc.: 26.8% Yes, 73.2% No
- Access to paid sick leave: 53.5% Yes, 46.5% No