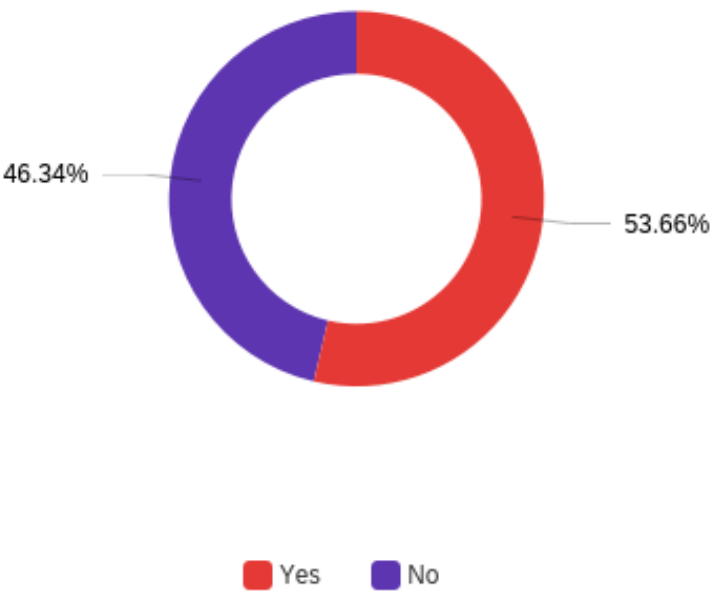


Default Report

Dasher Experience Survey

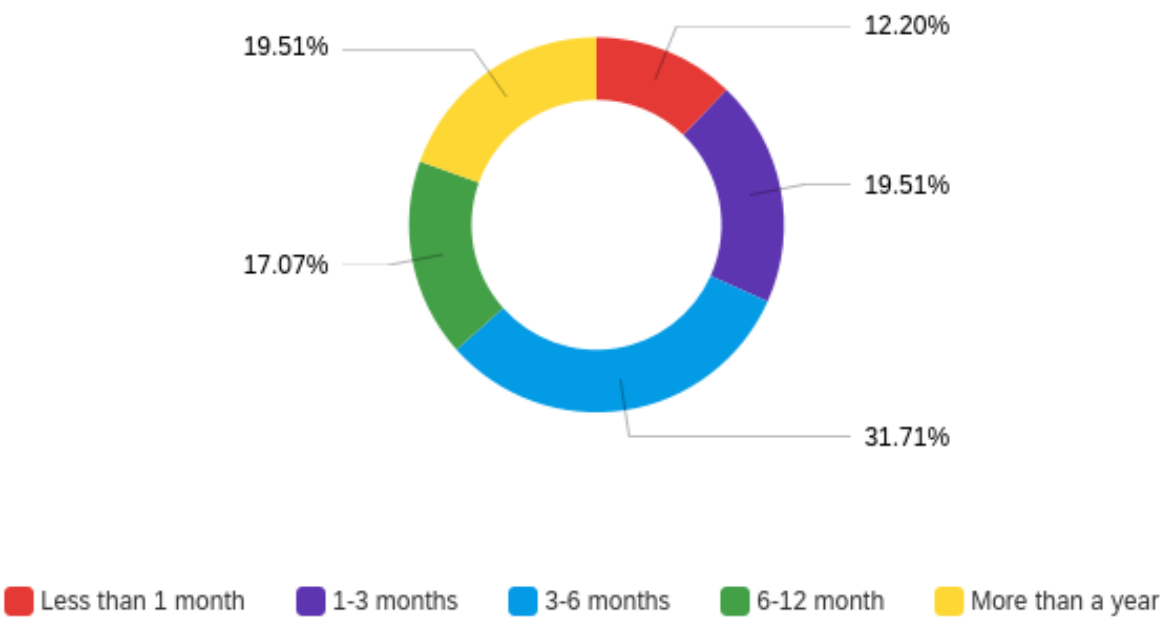
November 22nd 2020, 3:26 pm MST

Q2 - Is working as a Dasher your primary source of income?



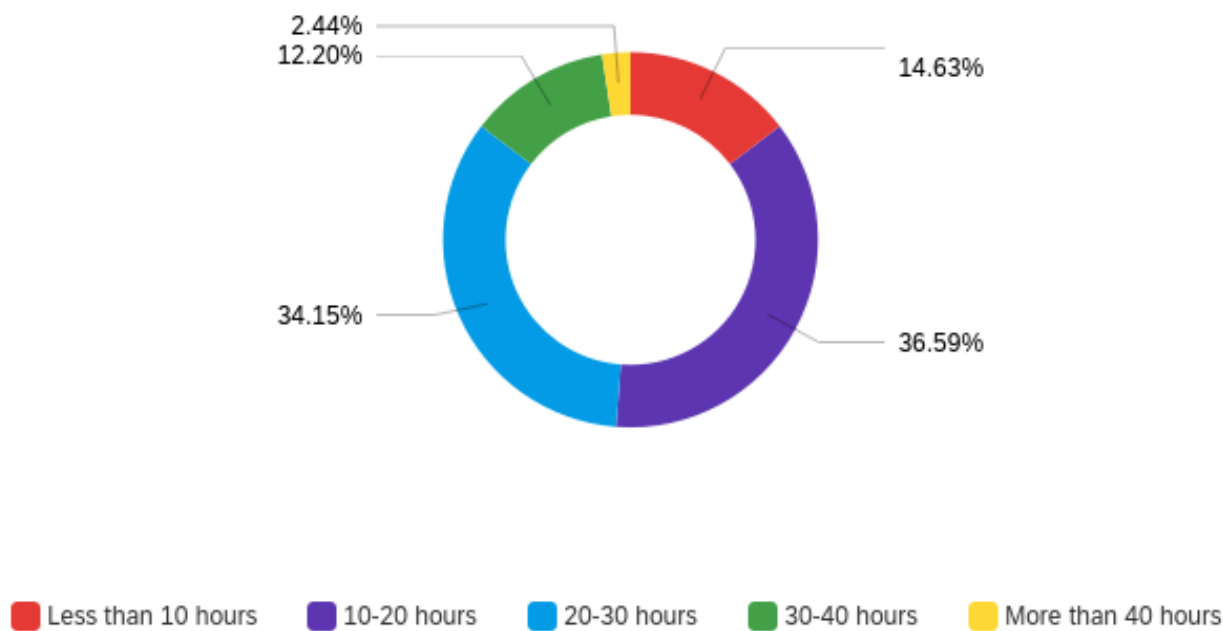
#	Answer	%	Count
1	Yes	53.66%	22
2	No	46.34%	19
	Total	100%	41

Q3 - How long have you been a Dasher?



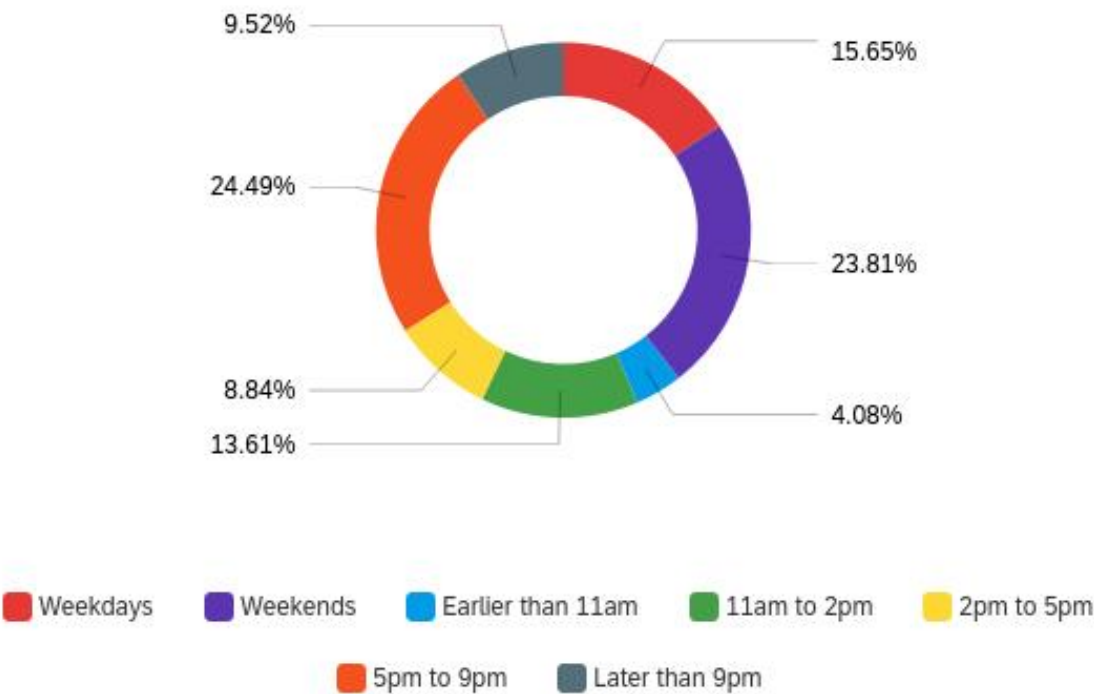
#	Answer	%	Count
1	Less than 1 month	12.20%	5
2	1-3 months	19.51%	8
3	3-6 months	31.71%	13
4	6-12 month	17.07%	7
5	More than a year	19.51%	8
	Total	100%	41

Q4 - How many hours do you work for DoorDash on average per week?



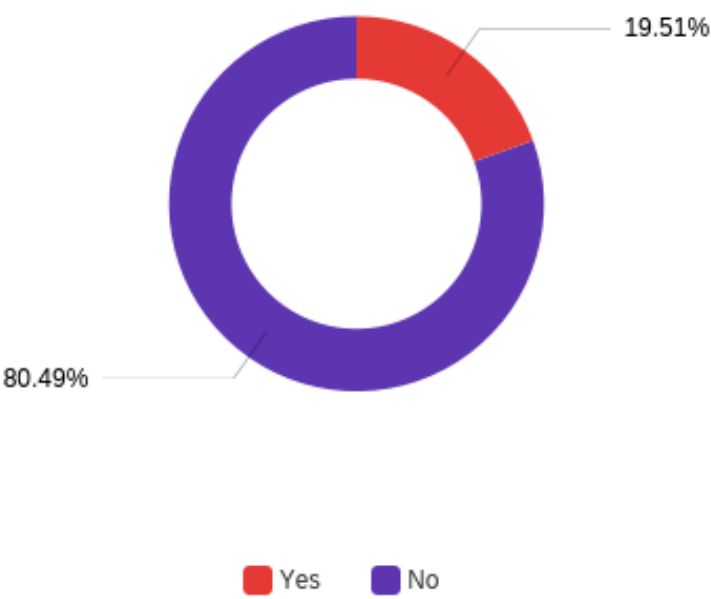
#	Answer	%	Count
1	Less than 10 hours	14.63%	6
2	10-20 hours	36.59%	15
3	20-30 hours	34.15%	14
4	30-40 hours	12.20%	5
5	More than 40 hours	2.44%	1
	Total	100%	41

Q7 - What is your preferred time to work as a Dasher? (Choose all that apply)



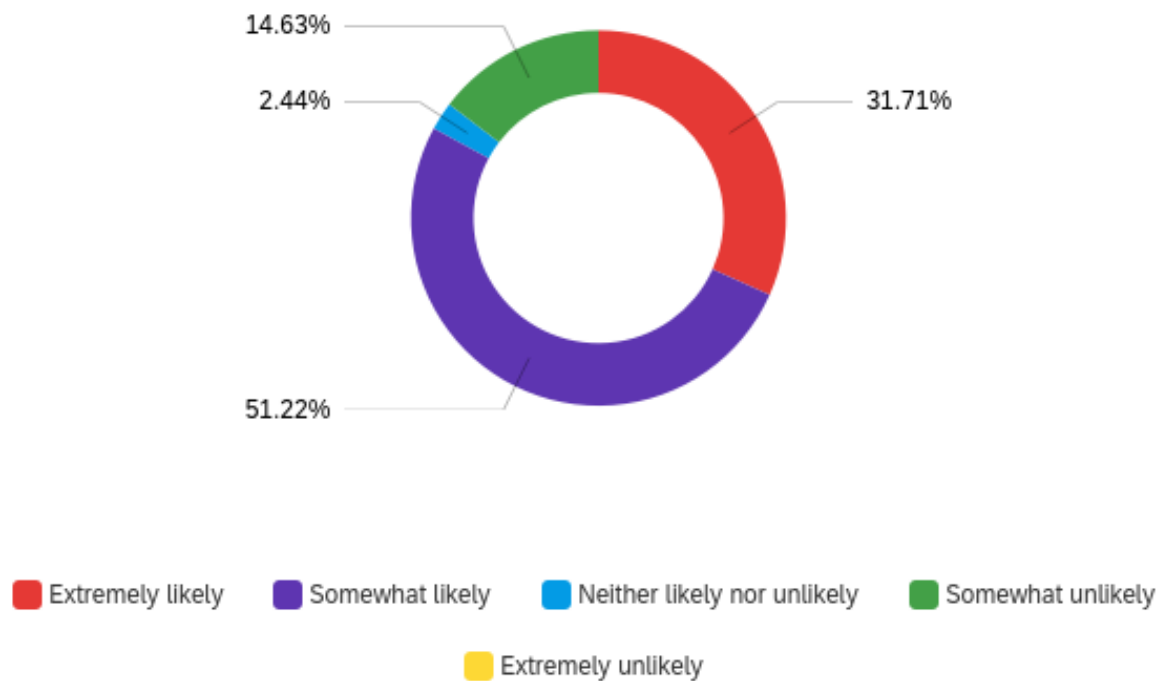
#	Answer	%	Count
1	Weekdays	56.10%	23
2	Weekends	85.37%	35
3	Earlier than 11am	14.63%	6
4	11am to 2pm	48.78%	20
5	2pm to 5pm	31.71%	13
6	5pm to 9pm	87.80%	36
7	Later than 9pm	34.15%	14
	Total	100%	41

Q8 - Do your work for multiple food delivery platforms (Uber Eats, Grubhub, etc)?



#	Answer	%	Count
1	Yes	19.51%	8
2	No	80.49%	33
	Total	100%	41

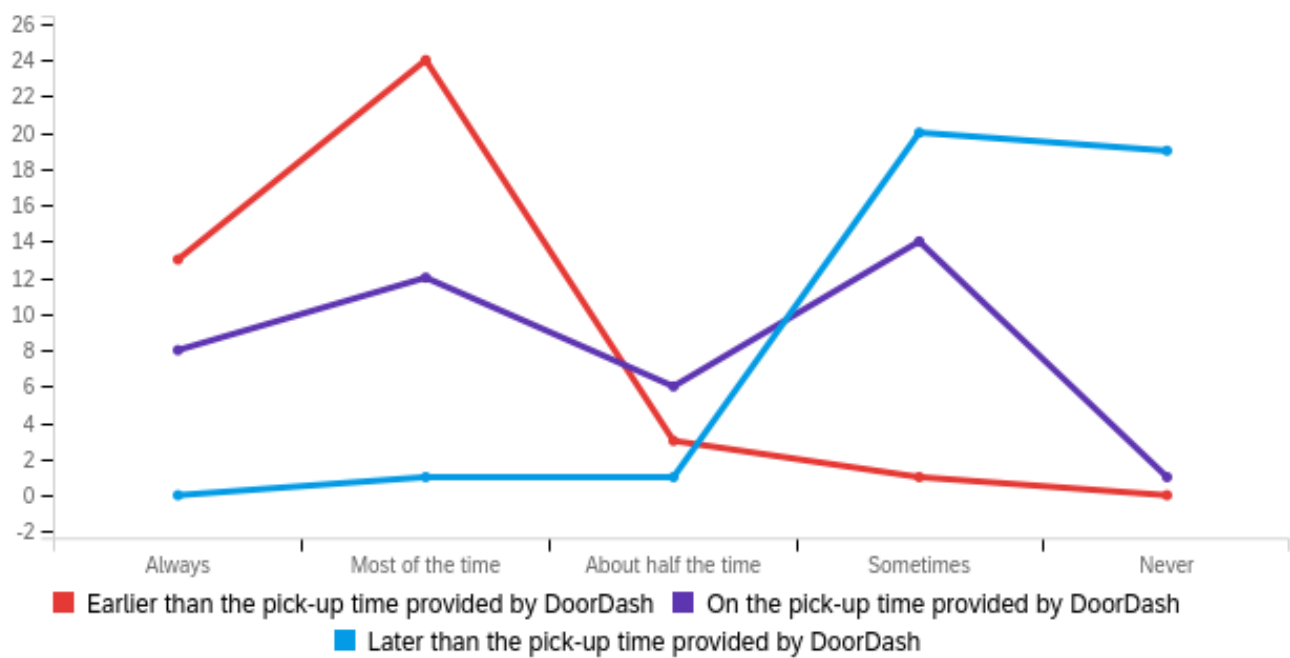
Q10 - How likely do you think you can get the packed food on estimated pickup time given by DoorDash?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How likely do you think you can get the packed food on estimated pickup time given by DoorDash?	1.00	4.00	2.00	0.96	0.93	41

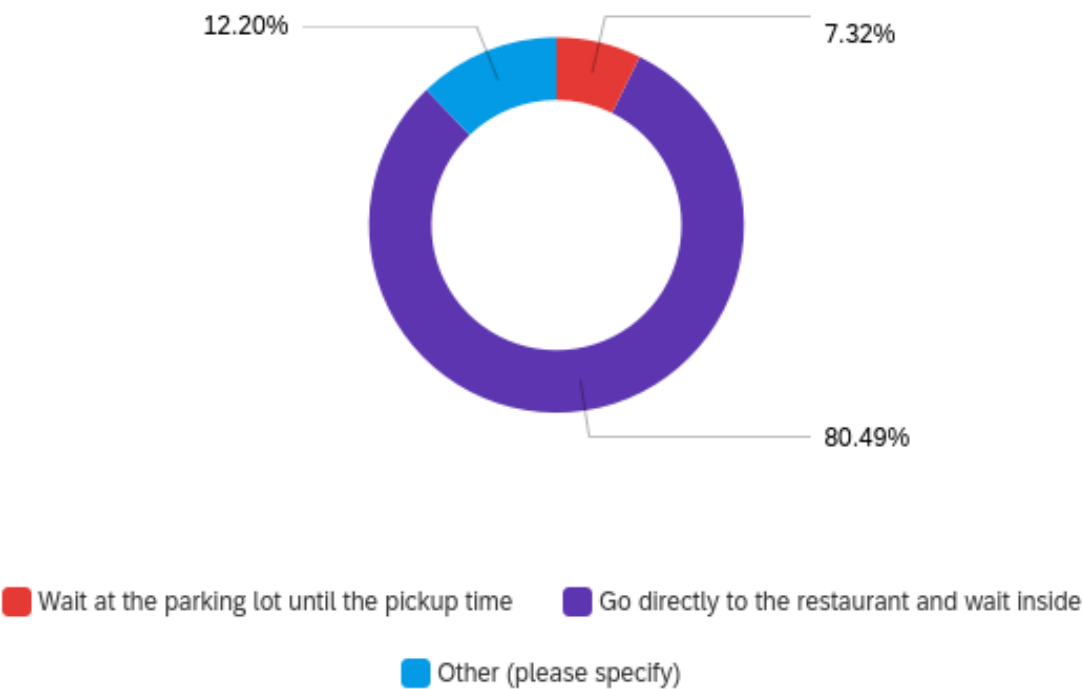
#	Answer	%	Count
1	Extremely likely	31.71%	13
2	Somewhat likely	51.22%	21
3	Neither likely nor unlikely	2.44%	1
4	Somewhat unlikely	14.63%	6
5	Extremely unlikely	0.00%	0
	Total	100%	41

Q11 - When you are driving to the restaurant for pick-up, you would arrive at the restaurant...?



#	Question	Always		Most of the time		About half the time		Sometimes		Never	
1	Earlier than the pick-up time provided by DoorDash	61.90%	13	64.86%	24	30.00%	3	2.86%	1	0.00%	0
2	On the pick-up time provided by DoorDash	38.10%	8	32.43%	12	60.00%	6	40.00%	14	5.00%	1
3	Later than the pick-up time provided by DoorDash	0.00%	0	2.70%	1	10.00%	1	57.14%	20	95.00%	19
	Total	Total	21	Total	37	Total	10	Total	35	Total	20

Q12 - If you arrive at the restaurant earlier than the expected time, you would..?



#	Answer	%	Count
1	Wait at the parking lot until the pickup time	7.32%	3
2	Go directly to the restaurant and wait inside	80.49%	33
3	Other (please specify)	12.20%	5
	Total	100%	41

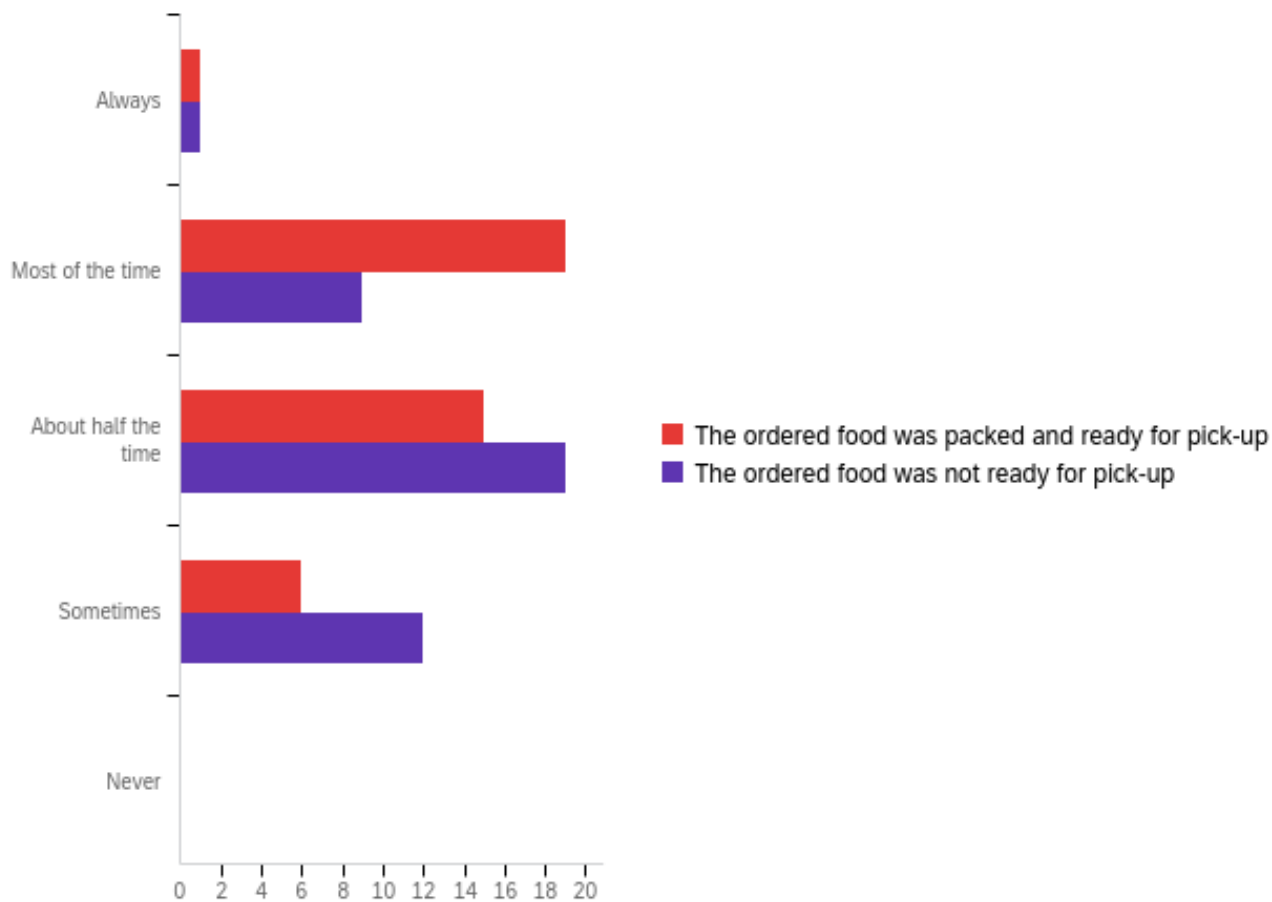
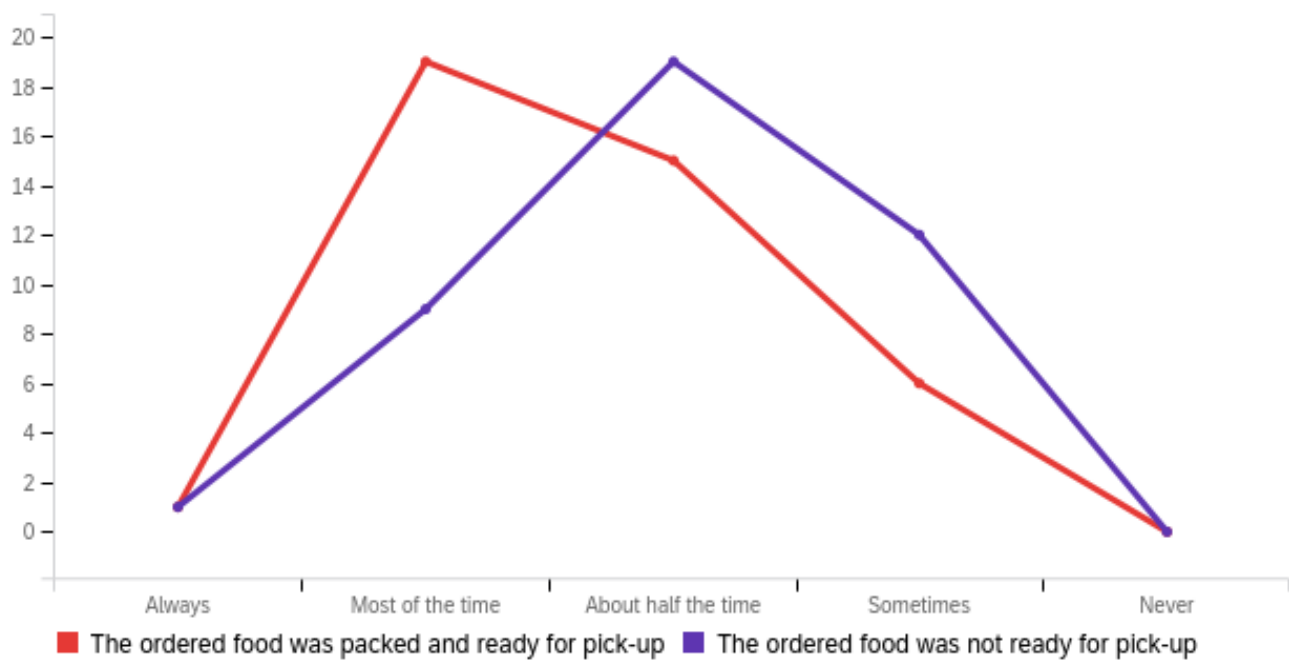
Q16_3_TEXT - Other (please specify)

Other (please specify) - Text

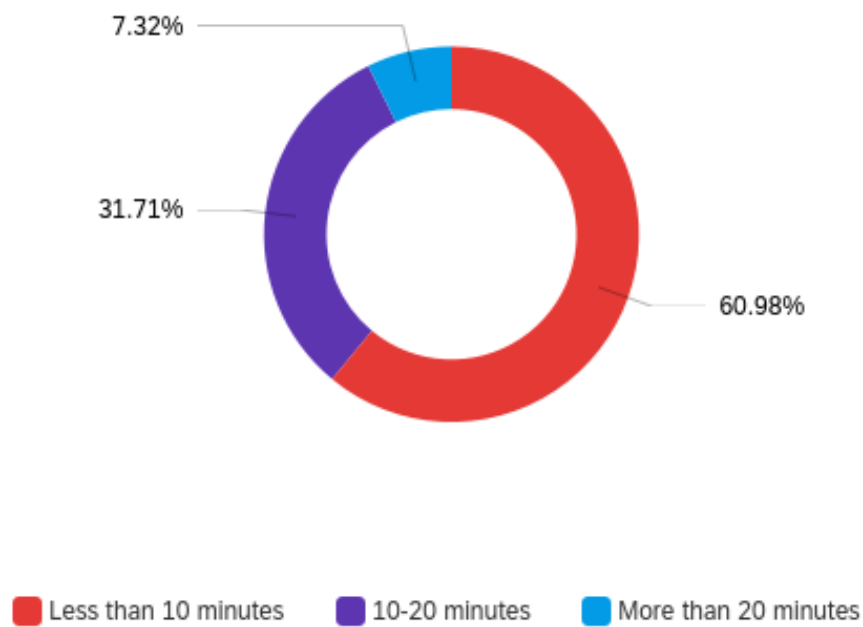
- It depends on the restaurant and past experiences with them. If I've never dashed from it, I will go inside and figure out what they like us to do.
- Go in and see if the food is ready
- If it's extremely early like 10+minutes then I might wait like 5minutes before going inside
- Wait a few minutes and go in closer to pick up time

Go directly to the restaurant in case the order is ready early. If the order is not ready, I use the waiting time to either post QR code flyers to promote my business or walk my dogs that come with me.

Q13 - When you arrive at the restaurant at the estimated pickup time , how often did the following cases happen?

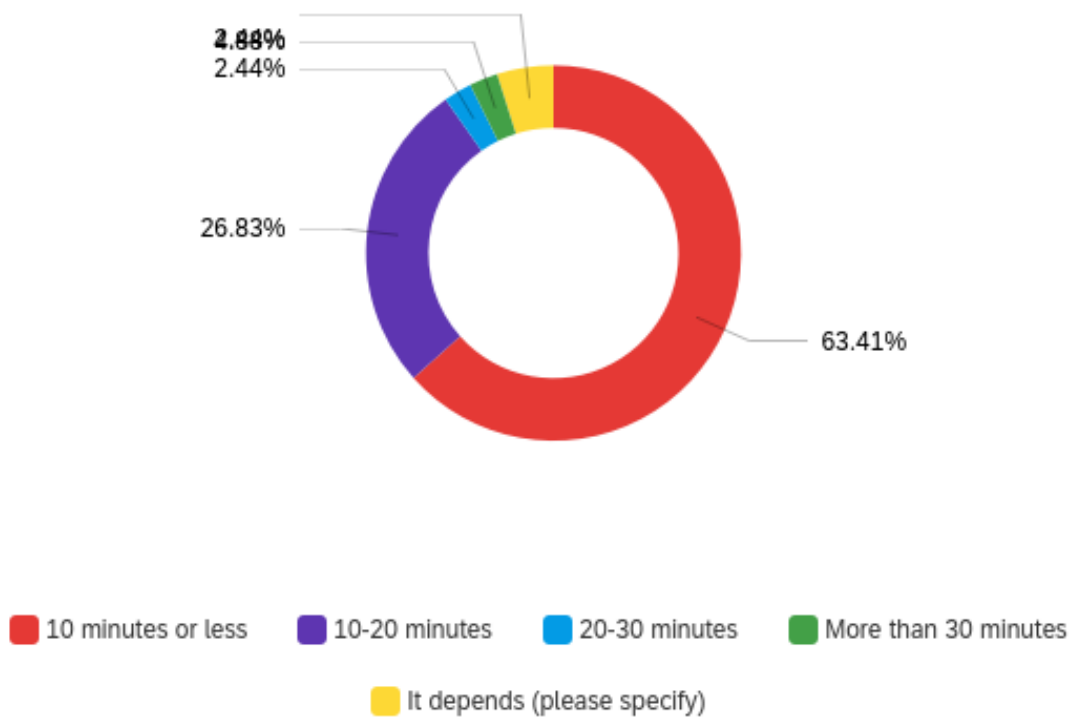


Q14 - How long have you waited for pick-up at the restaurant on average during the past two weeks?



#	Answer	%	Count
1	Less than 10 minutes	60.98%	25
2	10-20 minutes	31.71%	13
3	More than 20 minutes	7.32%	3
	Total	100%	41

Q15 - How long would be acceptable for you to wait for an order at the restaurant?



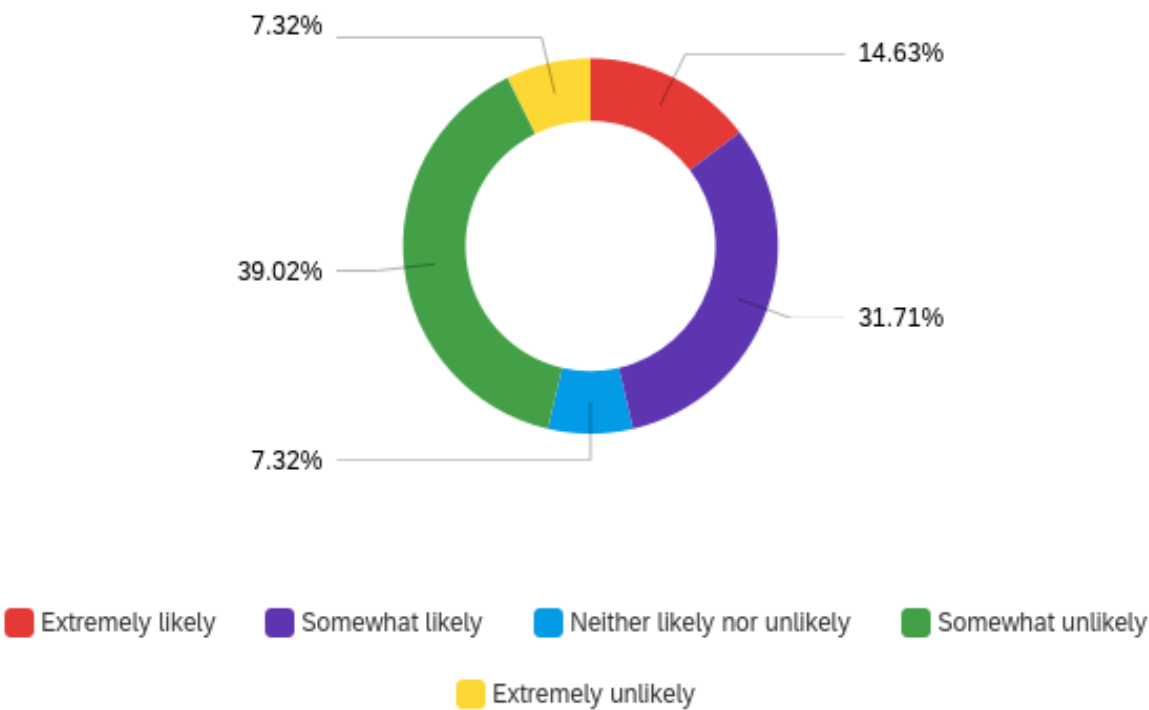
#	Answer	%	Count
1	10 minutes or less	63.41%	26
2	10-20 minutes	26.83%	11
3	20-30 minutes	2.44%	1
4	More than 30 minutes	2.44%	1
5	It depends (please specify)	4.88%	2
	Total	100%	41

Q19_5_TEXT - It depends (please specify)

It depends (please specify) - Text

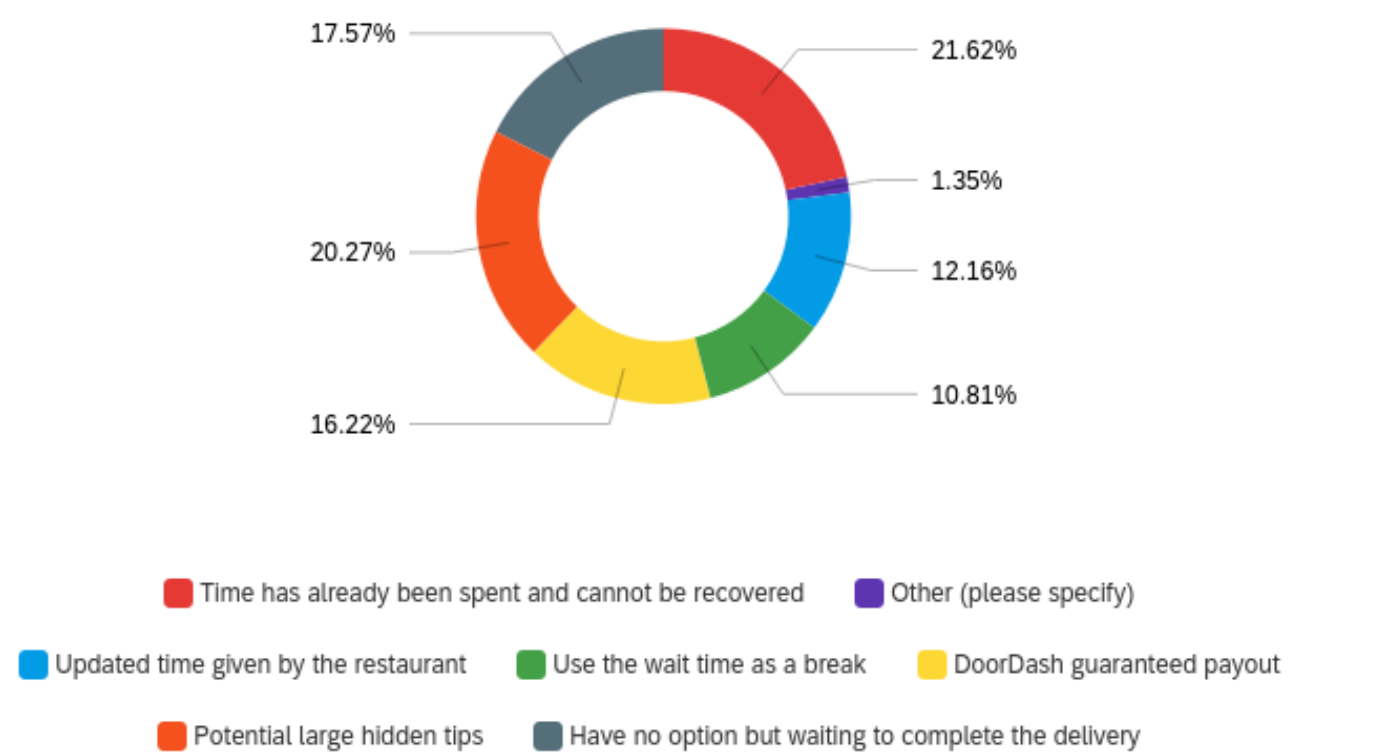
Sometimes more than 10 mins if the payout seems worth it, but generally less than 10 if possible
most places should be under 10 mins, but if it's a large order or a pizza place where items take longer to prepare, 10-20 is acceptable.

Q16 - If you wait longer than the acceptable time, how likely would you continue to wait?



#	Answer	%	Count
1	Extremely likely	14.63%	6
2	Somewhat likely	31.71%	13
3	Neither likely nor unlikely	7.32%	3
4	Somewhat unlikely	39.02%	16
5	Extremely unlikely	7.32%	3
	Total	100%	41

Q17 - Under which situations would you wait longer than initially expected wait time at the restaurant? (Choose all that apply)



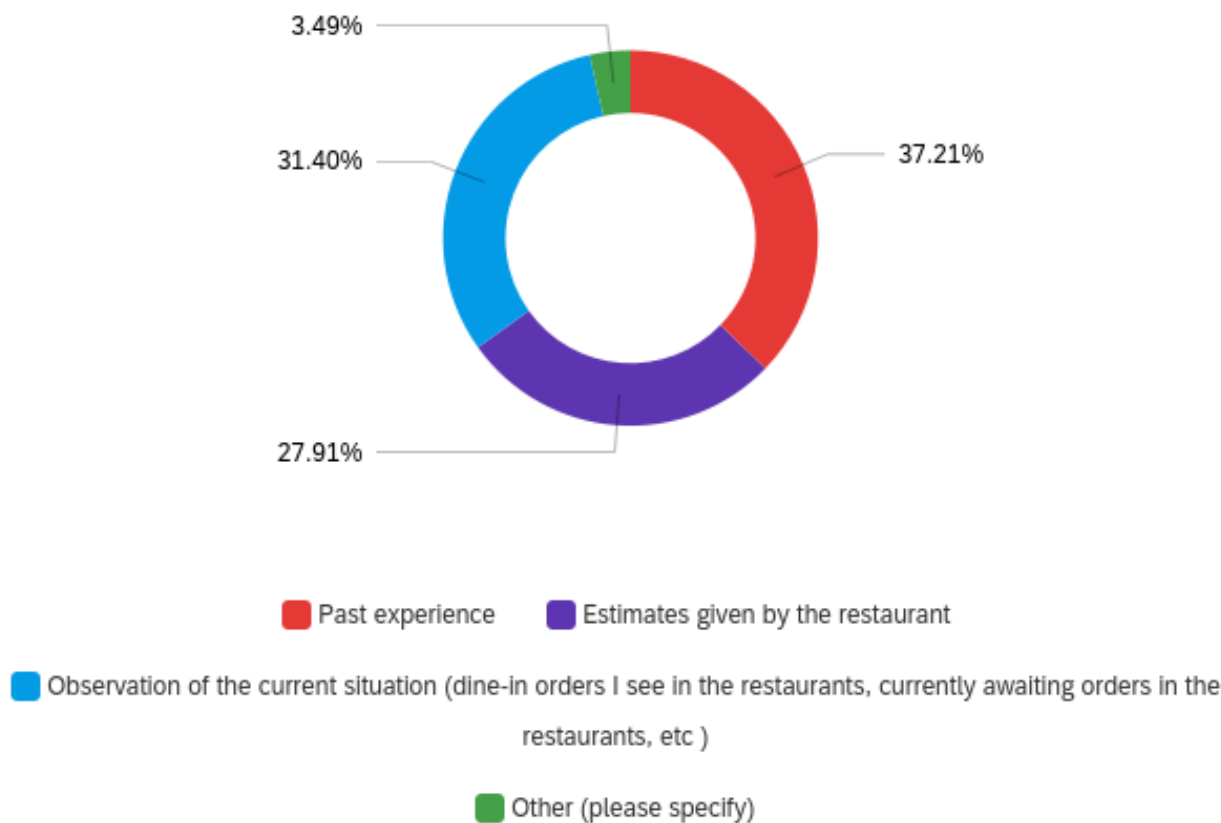
#	Answer	%	Count
2	Time has already been spent and cannot be recovered	72.73%	16
4	Other (please specify)	4.55%	1
5	Updated time given by the restaurant	40.91%	9
7	Use the wait time as a break	36.36%	8
8	DoorDash guaranteed payout	54.55%	12
9	Potential large hidden tips	68.18%	15
11	Have no option but waiting to complete the delivery	59.09%	13
	Total	100%	22

Q21_4_TEXT - Other (please specify)

Other (please specify) - Text

Over 10 minutes I turn on the other apps and see if it's worth to ditch or not

Q18 - What are the factors you use to estimate your wait time (choose all that apply)



#	Answer	%	Count
1	Past experience	78.05%	32
2	Estimates given by the restaurant	58.54%	24
4	Observation of the current situation (dine-in orders I see in the restaurants, currently awaiting orders in the restaurants, etc)	65.85%	27
5	Other (please specify)	7.32%	3
	Total	100%	41

Q22_5_TEXT - Other (please specify)

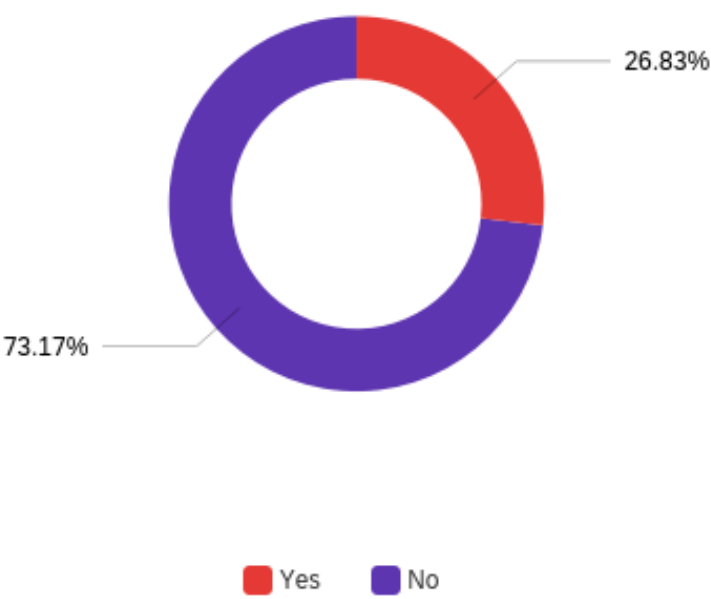
Other (please specify) - Text

It mainly depends on the attitude of the people helping me.

Order amount, as in total price of the order. If it's an expensive order/restaurant I'll wait

Amount of pay and travel to customers home

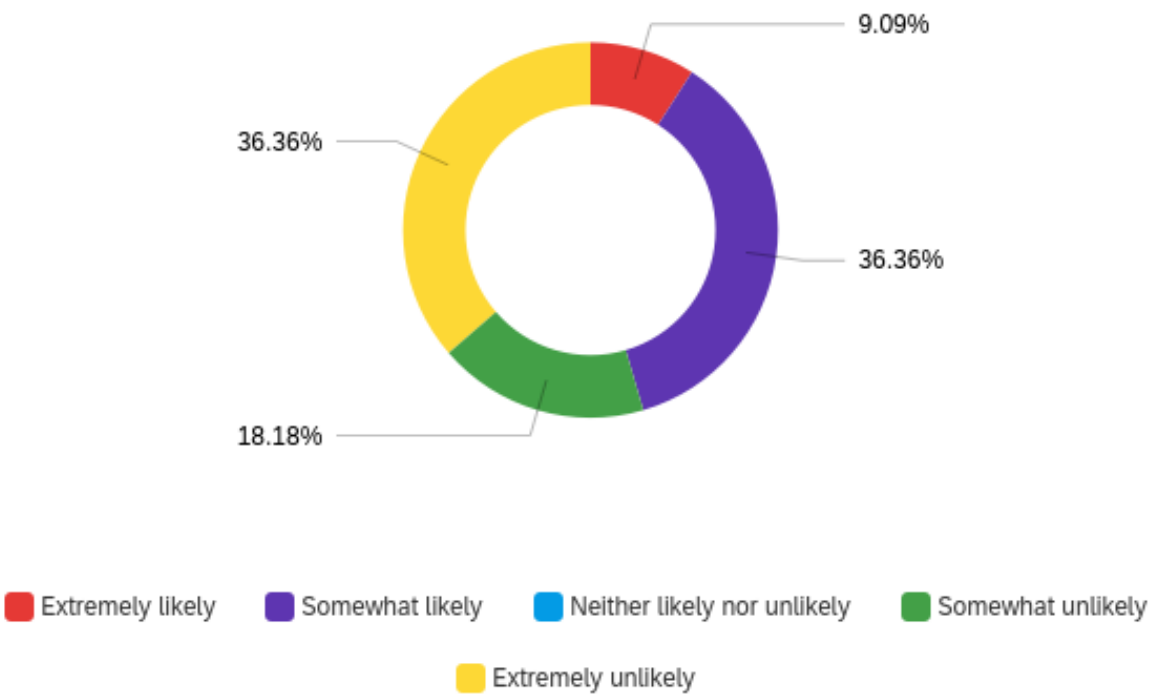
Q19 - Have you ever asked for compensation from DoorDash due to long wait time?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you ever asked for compensation from DoorDash due to long wait time?	1.00	2.00	1.73	0.44	0.20	41

#	Answer	%	Count
1	Yes	26.83%	11
2	No	73.17%	30
	Total	100%	41

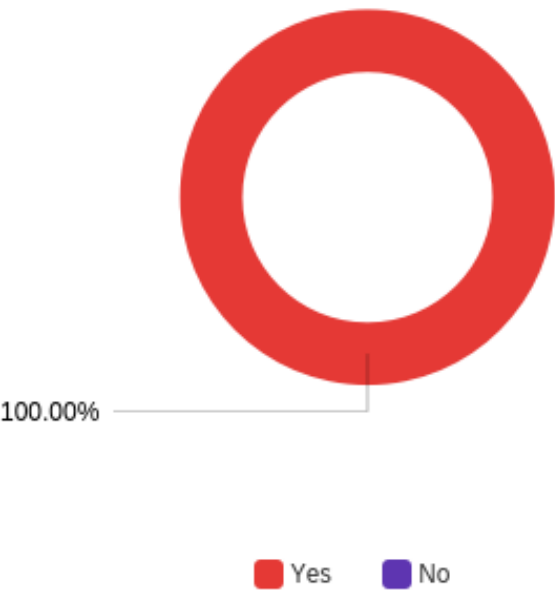
Q20 - How likely the compensation would be approved?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How likely the compensation would be approved?	1.00	5.00	3.36	1.49	2.23	11

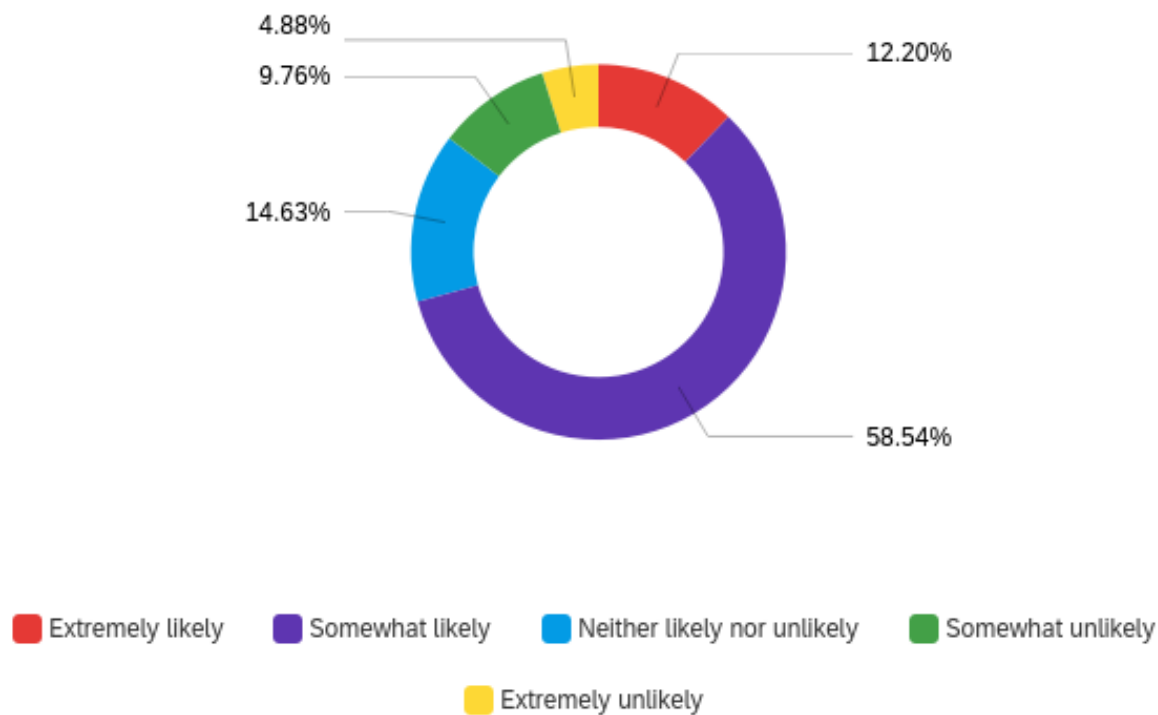
#	Answer	%	Count
1	Extremely likely	9.09%	1
2	Somewhat likely	36.36%	4
3	Neither likely nor unlikely	0.00%	0
4	Somewhat unlikely	18.18%	2
5	Extremely unlikely	36.36%	4
	Total	100%	11

Q21 - Have you ever received a batched order? (Batched orders are multiple orders along the same route)



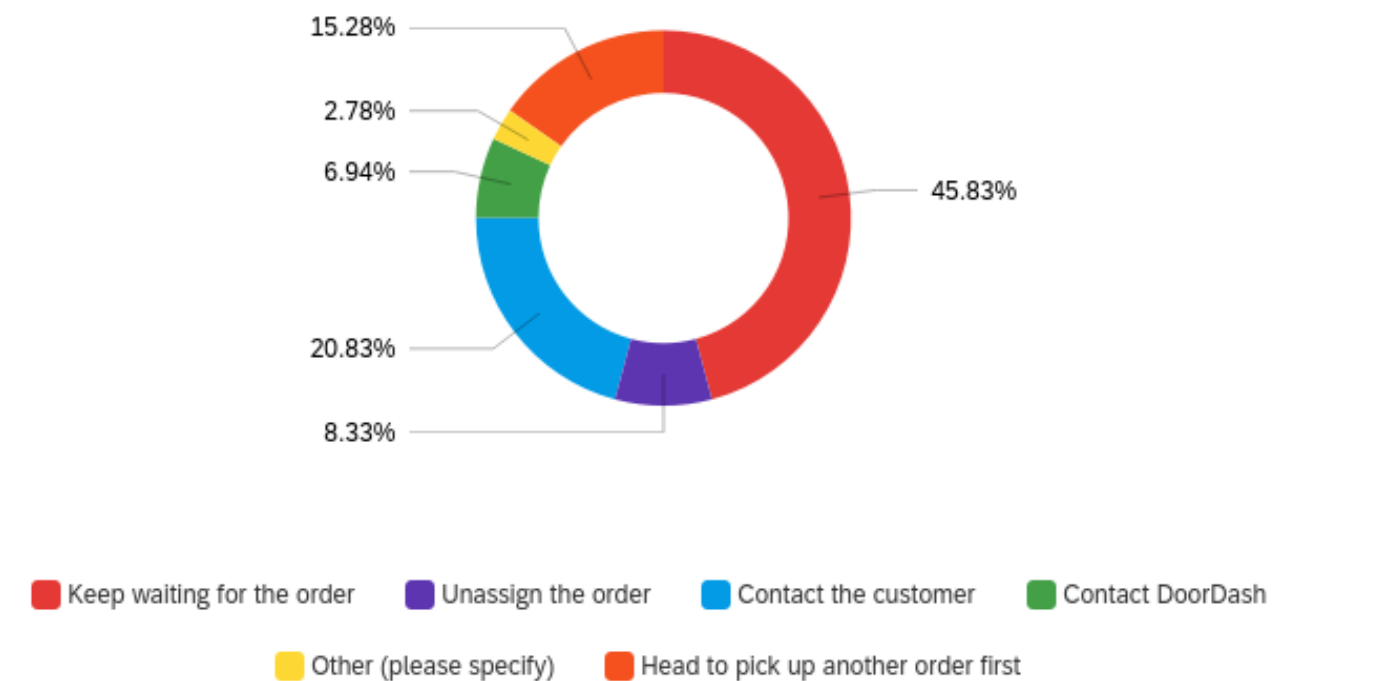
#	Answer	%	Count
1	Yes	100.00%	41
2	No	0.00%	0
	Total	100%	41

Q22 - How likely would the batched order with an earlier pickup time not be ready on time?



#	Answer	%	Count
1	Extremely likely	12.20%	5
2	Somewhat likely	58.54%	24
3	Neither likely nor unlikely	14.63%	6
4	Somewhat unlikely	9.76%	4
5	Extremely unlikely	4.88%	2
	Total	100%	41

Q23 - What would you do if the order with earlier pickup time is not ready one time?
(Choose all that apply)



#	Answer	%	Count
1	Keep waiting for the order	80.49%	33
2	Unassign the order	14.63%	6
3	Contact the customer	36.59%	15
4	Contact DoorDash	12.20%	5
5	Other (please specify)	4.88%	2
6	Head to pick up another order first	26.83%	11
	Total	100%	41

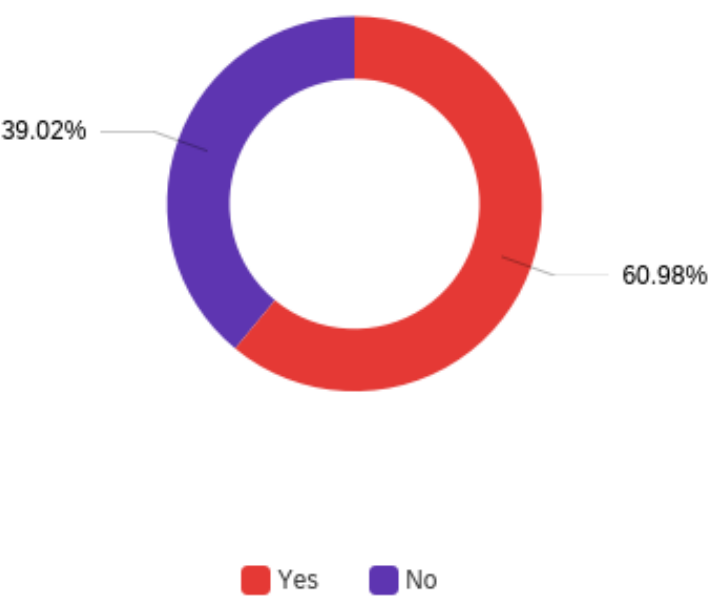
Q27_5_TEXT - Other (please specifiy)

Other (please specify) - Text

It depends on the situation. I had one where the second order was ready, but not the first. Pay out that I could see was good enough to "waste" the gas so I texted the first and told them that their order wasn't ready and the second was.

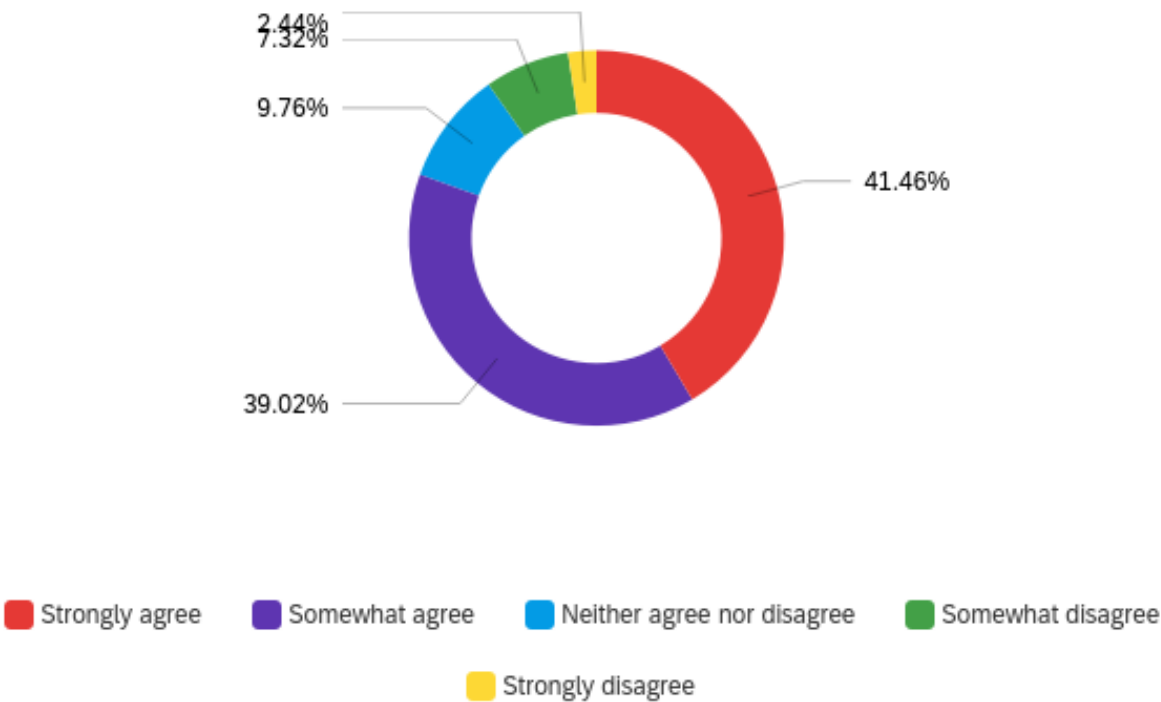
Depends how much i would make off the late order, if its \$10+ I'd probably wait

Q25 - Do you know how your rating was determined?



#	Answer	%	Count
1	Yes	60.98%	25
2	No	39.02%	16
	Total	100%	41

Q27 - To which extent do you think the current rating reflect your performance?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	To which extent do you think the current rating reflect your performance?	1.00	5.00	1.90	1.01	1.01	41

#	Answer	%	Count
1	Strongly agree	41.46%	17
2	Somewhat agree	39.02%	16
3	Neither agree nor disagree	9.76%	4
4	Somewhat disagree	7.32%	3
5	Strongly disagree	2.44%	1
	Total	100%	41

Q28 - Could you explain why for your answer to the question above?

Could you explain why for your answer to the question above?

I think 4.91 is pretty fair after almost 100 orders completed. I feel like the only thing that has reduced my rating is delivery time as restaurants around my area just seem to always be late to pack food and therefore the customer waits longer.

I strive to be the best

Customers can give low ratings just to be funny

Customers might give a good rating just to give one, along with giving bad ones for no reason. Humans are weird.

Haven't had any issues

customers rate poorly if we late even after reaching out to them and its no fault of our own

I try my best to give great service, checking for order accuracy and following all customer drop off requests

Honestly I can't see any ratings I get, only the average so I don't see anything the customer says about me.

I do my job and dont cause problems

Ik out of my hundred orders this one is not a relection of all the other perfect orders i've delivered perfectly fine to people who gave me the correct directions

I always do my best for the customer. The main thing that messes me up is restaurants being late, which turns into a desaster on a stacked order.

I want to turn over orders as soon as possible and customers want there food hot and fast so we both a mutual understanding to make things as smoothly as possible. And majority of the time that happens, hence the ratings

Bc I'm good

There is no such thing as a customer rating.

I know I'm a good dasher

Always on time, friendly service

I have grown as a dasher since I started and I honestly take extremely good care of all my orders to the best of my ability and I try my best to be cautious with Covid-19 like wearing gloves, mask, and hand sanitizer. So, I feel I deserve I higher rating, especially since I know there are dasher out there that don't care as much as I do

I feel that they are the person paying for it

I feel like I follow instructions well

in reliable

Sometimes we are given poor ratings based on things that are out of our control. When I am rated poorly because the restaurant forgot items or took too long, even though I communicated with the customer throughout, I find those ratings to be unfair.

I care a lot more than most dashers do.

Lots of factors out of my control

I take pride in customer service and always try and provide a professional experience.

Sometimes I receive low scores and my rating drops, but I don't know why

I deliver before the stated time and communicate as well as possible majority of the time

I misread Couple order delivery time due to can't find location of customer

Sometimes its not my fault that its late

I do my best to accommodate and be the next delivery partner, so a 4.81 rating is appropriate.

I get rated very rarely

I think it's about right.

I am on time, quick, professional, communicate with customers.

Honestly my rating right now should be 5/5. I'm not aware of any mistakes made by me in the last 100 orders I've delivered.

I've always been early delivering and am very kind to people over text or at the door.

No idea

I haven't had any bad orders or experiences.

I'm not sure what it's base on but I feel like I've done a good job so far.

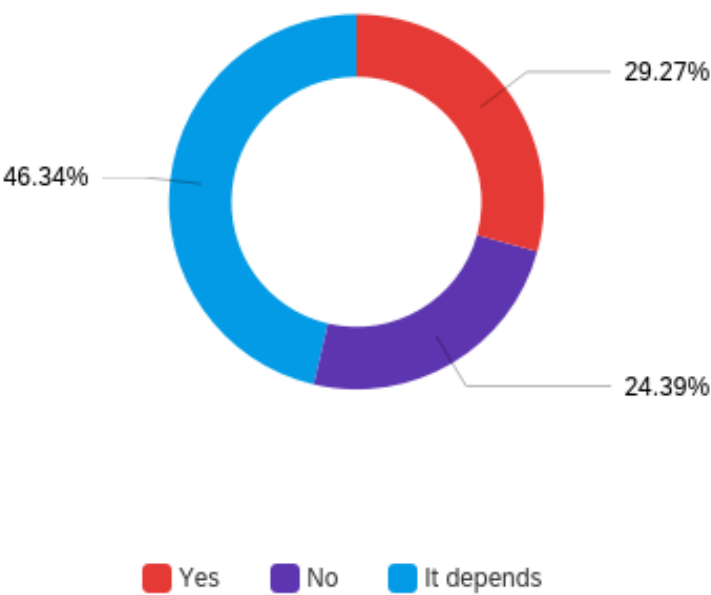
It seems as though the customers ratings can come much later than current performance

I don't go above and beyond for making the best experience for customers

I do a decent job, but occasionally things go wrong

I believe that I am communicative with customers most of the time and am polite, while also getting their order fresh and on time regularly.

Q29 - Do you rate your experience after each delivery?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Do you rate your experience after each delivery? - Selected Choice	1.00	3.00	2.17	0.85	0.73	41

#	Answer	%	Count
1	Yes	29.27%	12
2	No	24.39%	10
3	It depends	46.34%	19
	Total	100%	41

Q31_3_TEXT - It depends

It depends - Text

If it's really good or really bad I rate it. If it's meh then I don't

I tend to only rate if it was either really good or really bad.

Literally never have in 1727 runs

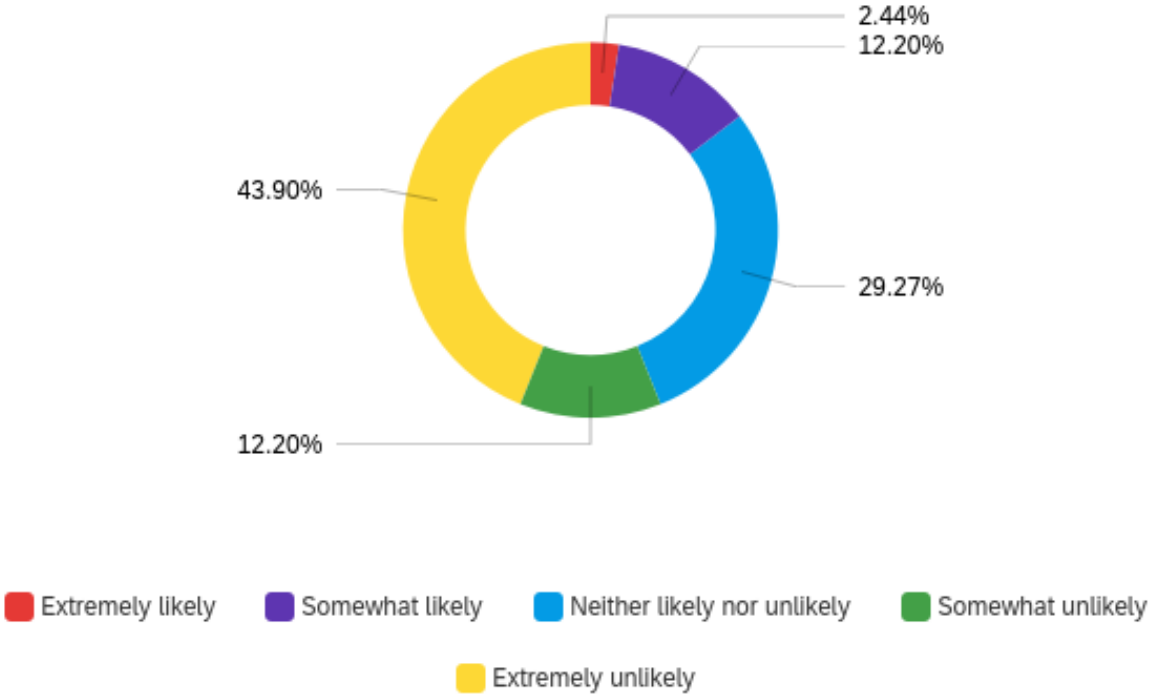
If they're rude as shit yes

I try to especially when I have had a bad experience, but sometimes I'm so focused on getting deliveries that I skip over it by accident

If it stood out in some way then I do.

If it's a bad experience I'll rate

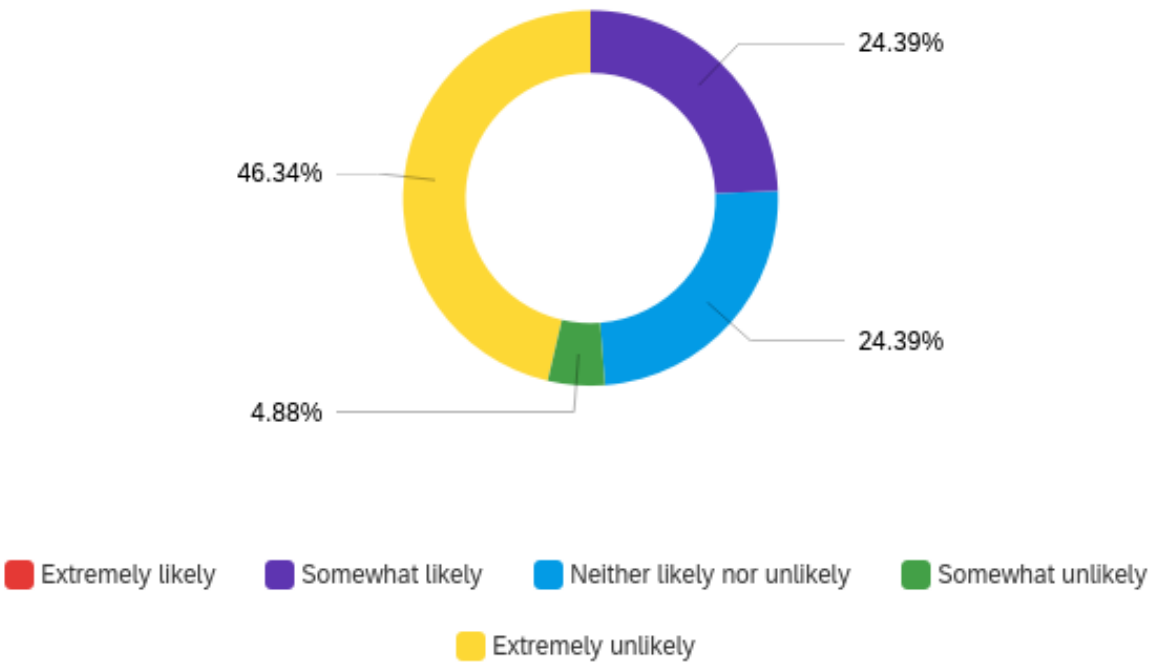
Q30 - How likely do you think it would affect your future matching?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How likely do you think it would affect your future matching?	25.00	29.00	27.83	1.19	1.41	41

#	Answer	%	Count
25	Extremely likely	2.44%	1
26	Somewhat likely	12.20%	5
27	Neither likely nor unlikely	29.27%	12
28	Somewhat unlikely	12.20%	5
29	Extremely unlikely	43.90%	18
	Total	100%	41

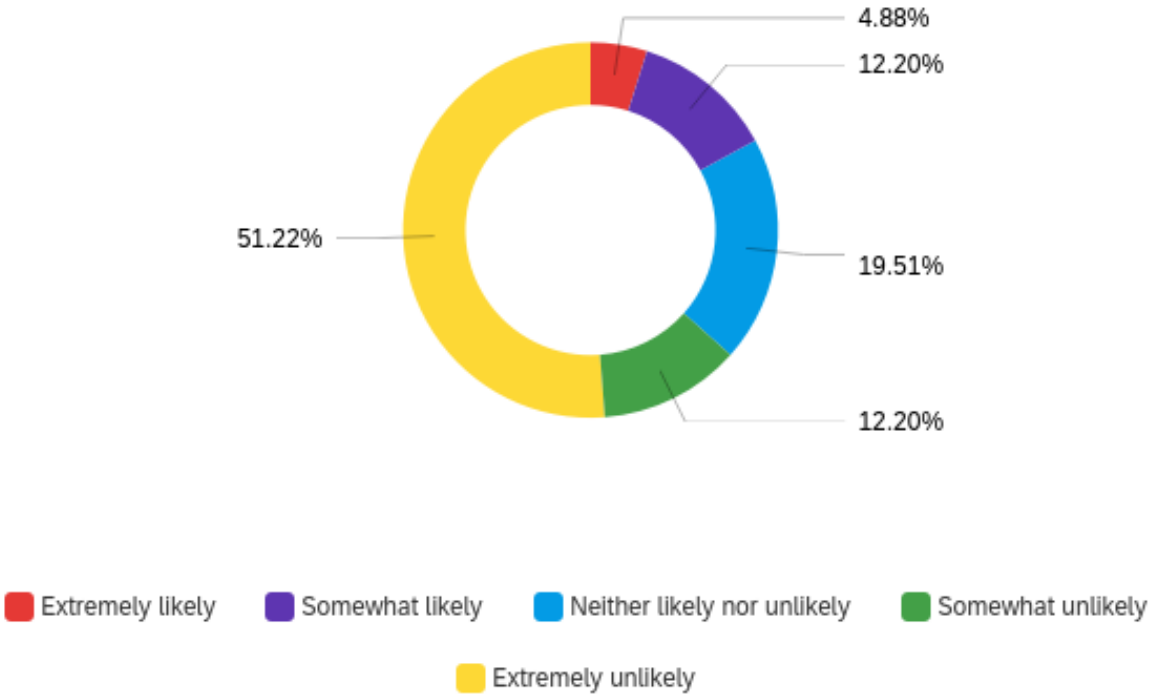
Q31 - How likely do you think it would affect the restaurant?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How likely do you think it would affect the restaurant?	2.00	5.00	3.73	1.27	1.61	41

#	Answer	%	Count
1	Extremely likely	0.00%	0
2	Somewhat likely	24.39%	10
3	Neither likely nor unlikely	24.39%	10
4	Somewhat unlikely	4.88%	2
5	Extremely unlikely	46.34%	19
	Total	100%	41

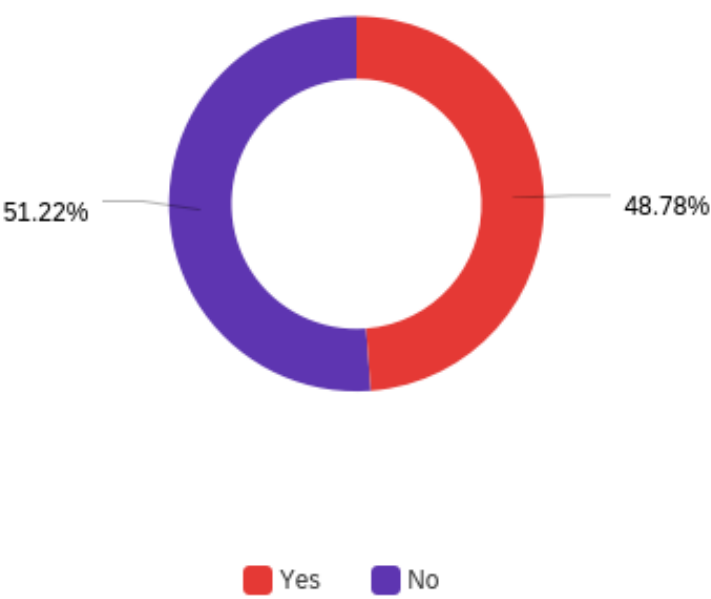
Q32 - How likely do you think it would affect customers?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How likely do you think it would affect customers?	1.00	5.00	3.93	1.28	1.63	41

#	Answer	%	Count
1	Extremely likely	4.88%	2
2	Somewhat likely	12.20%	5
3	Neither likely nor unlikely	19.51%	8
4	Somewhat unlikely	12.20%	5
5	Extremely unlikely	51.22%	21
	Total	100%	41

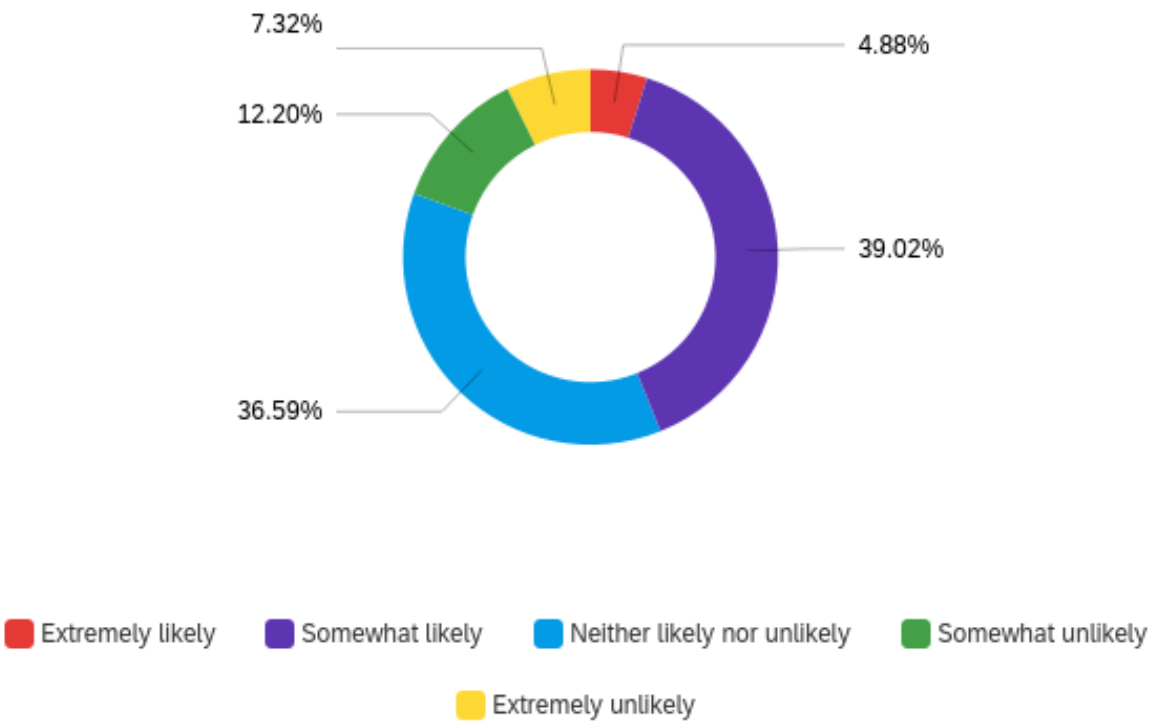
Q33 - Did you know that the restaurant can rate Dashers?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you know that the restaurant can rate Dashers?	1.00	2.00	1.51	0.50	0.25	41

#	Answer	%	Count
1	Yes	48.78%	20
2	No	51.22%	21
	Total	100%	41

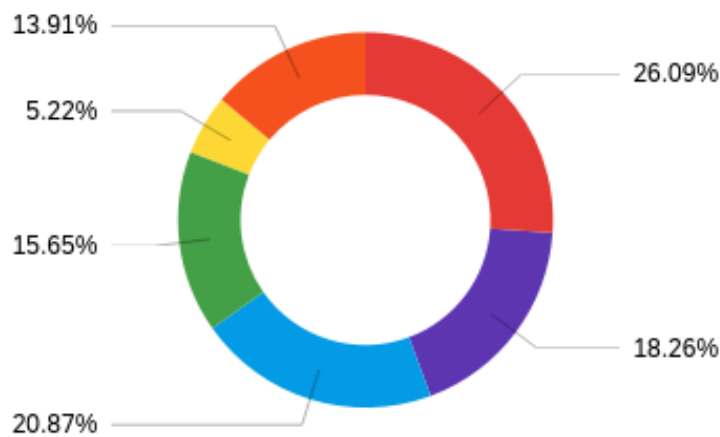
Q34 - How likely do you think restaurant’s rating of you would affect you?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How likely do you think restaurant’s rating of you would affect you?	1.00	5.00	2.78	0.98	0.95	41

#	Answer	%	Count
1	Extremely likely	4.88%	2
2	Somewhat likely	39.02%	16
3	Neither likely nor unlikely	36.59%	15
4	Somewhat unlikely	12.20%	5
5	Extremely unlikely	7.32%	3
	Total	100%	41

Q35 - Considering your overall experience as a Dasher, we have provided some features that intended to improve your current experience. Among the features below, which do you think would be the most useful to improve your experience? (please choose no more than 3 choices)



- ☒ Inform customers of the time dashers have waited at the restaurant so that customers can add tips for longer wait
- ☐ Encourage restaurant which are more honest about the wait time
- ☐ Inform dashers of possible delays of an order and update status more timely
- ☐ Provide route replanning for batched orders when the batched order with earlier pickup time isn't ready on time
- ☐ Create a personal profile so that customers can know more about you
- ☐ Crowd-source information from dashers to provide more accurate estimated wait time at restaurants

#	Answer	%	Count
13	Inform customers of the time dashers have waited at the restaurant so that customers can add tips for longer wait	73.17%	30
14	Encourage restaurant which are more honest about the wait time	51.22%	21
15	Inform dashers of possible delays of an order and update status more timely	58.54%	24
16	Provide route replanning for batched orders when the batched order with earlier pickup time isn't ready on time	43.90%	18

17	Create a personal profile so that customers can know more about you	14.63%	6
27	Crowd-source information from dashers to provide more accurate estimated wait time at restaurants	39.02%	16
	Total	100%	41

Q36 - Anything else do you want to provide about your experience as a Dasher?

Anything else do you want to provide about your experience as a Dasher?

A rating system for restaurant from all delivery service. (DD, GH, UE, PM, etc.)

Nothing at this time

I would honestly love to be able to rate customers and be able to see our own ratings

Knowing if a restaurant is running behind before getting there would be awesome

I wish customers could elect not to be part of a stack (for a small fee), that way there would be less stress when completing stacked orders.

DoorDash does not care about anything but profits. Markets become completely oversaturated with drivers and From my understanding, restaurants pay incredibly high fees despite Dashers making very little base pay.

Some customers are angry for no reason and will say they didn't get the food, when they did and it hurts us drivers.

The 8.50 hidden tip system really feels shady. I really THINK that I actually benefit from the system because I've invested time figuring it out. I'm sure that most dashers haven't really figured it out. The Doordash subreddit was invaluable for figuring out how to maximize profits.

No.

N/A

Nope

Q24 - What is your current customer rating on DoorDash?

What is your current customer rating on DoorDash?

4.91

4.9

4.86

4.95

5.00

5

4.96

4.96

4.9

4.96

4.90

4.97

4.99

Customer rating???

4.82

4.99

4.87

4.98

4.93

4.9

4.94

5 Stars

9.5

4.98

4.86

4.93

4.9

92

4.81

4.8

4.89

4.95

4.87

5.0

4.80

4.80

4.89

4.93

4.88/5

4.83

4.96

Q26 - If so, could you explain how your rating was determined?

If so, could you explain how your rating was determined?

A couple of late orders where the customers didn't realize that I had no control over it.

My rating is determined by the customer's overall experience with me delivering their food. (Is it sealed, still warm, dropped off the way they wanted, was I friendly, etc.)

Average of the last 100 ratings, meaning most gave 5 stars, likely with one 4 star rating

An average of my last 100 ratings out of 5. Not every customer rates you though.

Rating was lowered because of an order i delivered to a stupid confusing apartment complex, the customer was not happy

Majority of customers don't rate and the ones the do tend to give me rather good ratings, so it just sticks.

I'm good

I maintain contact with my customers with updates and always do my best to follow their instructions

The rating is determined based on the past 100 delivery ratings

Customer service

last 100 customers average rating

We are rated on a scale from 1 to 5 on a voluntary basis by customers. When my score changes, I have a pretty good idea based on that delivery day why it would have.

I just do what i am supposed to, and respect the customers.

By the rating that customers give me

Average of the past 100 orders I delivered

By customer how satisfy with the time and status of delivery

Completion

Average Customer rating of the past 100 ratings

Customer reviews.

It's based on customer reviews in the last 100 deliveries, once you hit 101 the review from your 1st delivery drops off

Customers giving ratings on deliveries.

I dislike being quized in a survey.