



Individual Coursework Submission Form

Specialist Masters Programme

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Module Code: SMM635	
Module Title: Data Visualisation	
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Impact of Ride-Sharing Disruption on Austin's Restaurant Industry

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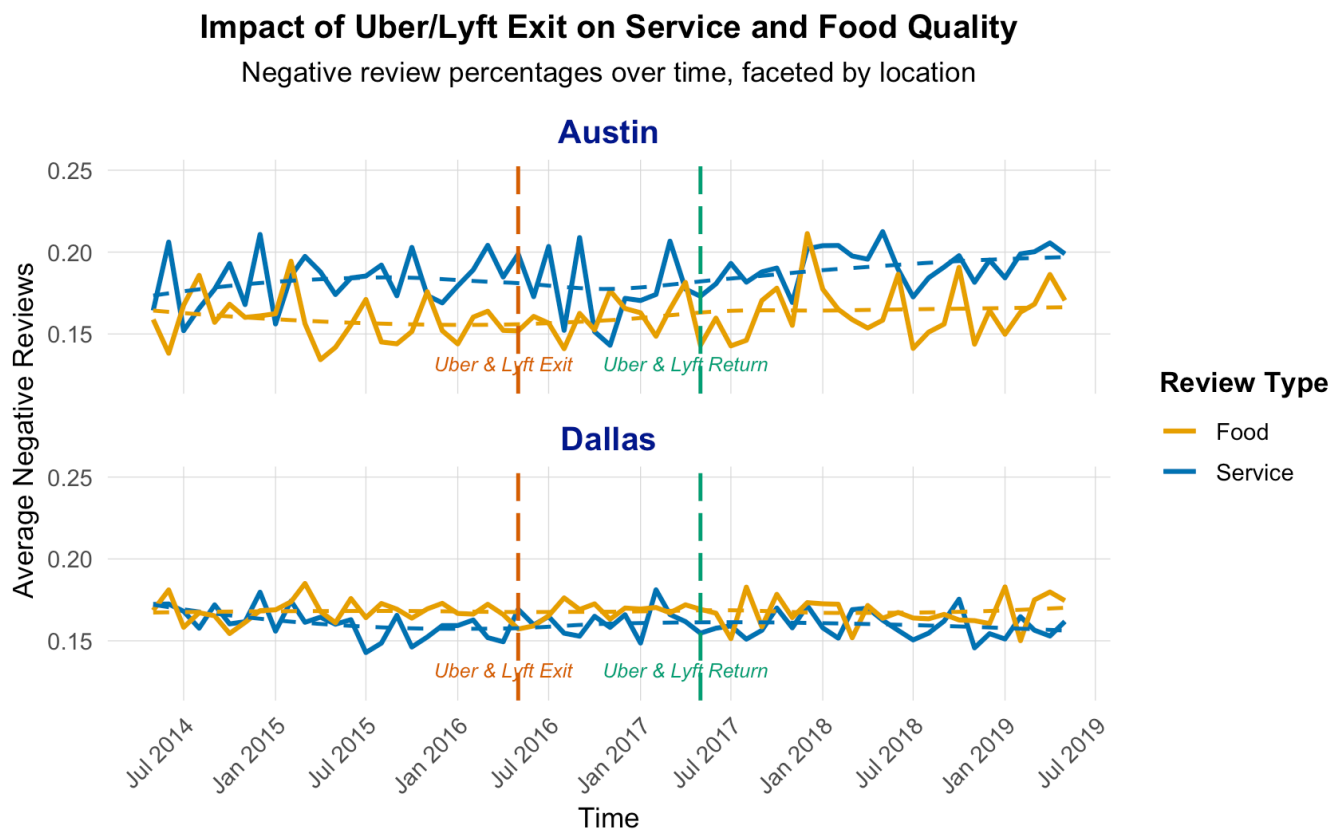
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Executive Summary

This report examines the impact of Uber and Lyft's temporary suspension in Austin, Texas, on restaurant service, food quality, and labour dynamics. Using two plots, it evaluates changes in restaurant quality and labour trends, with Dallas as a control. Findings reveal interdependencies between ride-sharing platforms and the restaurant sector.

Plot 1: Impact of Uber & Lyft Exit on Service and Food Quality

This plot analyses trends in negative food and service reviews before, during, and after Uber and Lyft's exit and return. Dashed vertical lines mark key timeline events.



Negative reviews for food and service in both cities remained generally stable, with service reviews slightly higher than food reviews. Following Uber and Lyft's exit in May 2016, Austin experienced an increase in variability of negative reviews, particularly for service. After their return in May 2017, negative reviews stabilised, reflecting some recovery in service quality. In Dallas, service quality remained largely unchanged, suggesting Austin's issues were tied to the disruption.

Smoothed trend lines confirm overall stability; however, service reviews consistently received more negative feedback in Austin compared to Dallas, indicating unique local challenges beyond mobility service disruptions.

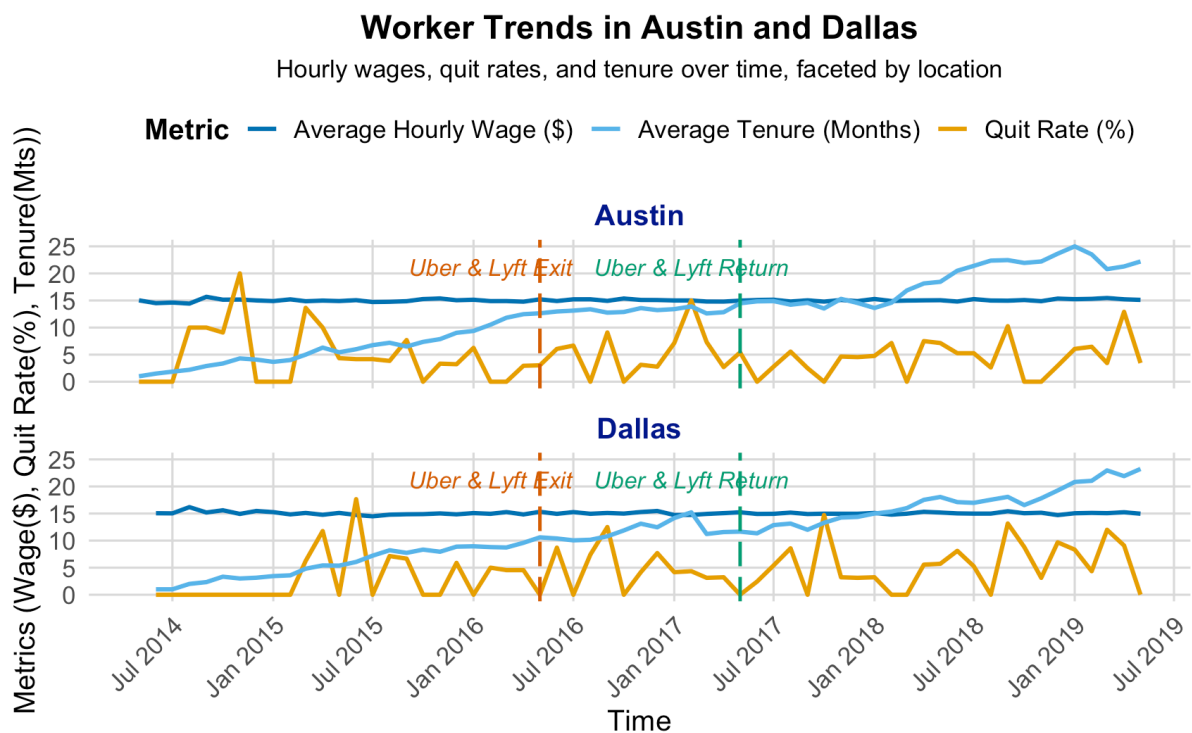
Negative food reviews in Austin rose during Uber and Lyft's absence but less dramatically than service reviews. Post-May 2017, food quality metrics in Austin improved alongside

service quality. Dallas maintained stable trends, confirming that disruptions were localised to Austin.

The deterioration in service and food quality in Austin aligns with workforce instability during Uber and Lyft's absence. Their return in May 2017 corresponded with improvements in review metrics, highlighting the platforms' role in stabilising labour conditions and indirectly enhancing customer experiences.

Plot 2: Mechanisms Underpinning Quality Decline

This plot explores labour-related metrics — quit rate, hourly wage, and worker tenure — to uncover the mechanisms behind the observed quality shifts.



Austin experienced significant spikes in quit rates after the exits, peaking in late 2016 and likely driving the decline in service quality. Following their return in May 2017, quit rates gradually declined, reflecting labour market stabilisation. Dallas exhibited consistent quit rates, unaffected by the disruption.

A gradual upward trend is visible in Dallas post-2017. In Austin, wages increased slightly during Uber and Lyft's absence, reflecting restaurant efforts to attract staff amid high turnover. However, this did not fully mitigate the disruption's impact on workforce stability or service quality. Wages remained stable overall, so the decline in quality cannot be attributed to a wage change.

In Dallas, average tenure decreased after Uber and Lyft's exit in May 2016, indicating workforce instability. In Austin, the previous positive trend plateaued during the platforms' absence and resumed increasing after their return. Following their reintroduction in May 2017, tenure in both cities began recovering, reflecting improved retention as the labour market stabilised. The drop in tenure aligns with a spike in quit rates during the disruption,

reinforcing the link between turnover and workforce instability. Slight wage increases during this period suggest restaurants' efforts to counteract turnover but failed to stabilise tenure.

Spikes in quit rates and declines in tenure in Austin correlate with the drop in restaurant quality during Uber and Lyft's absence. Workforce turnover disrupted operations, causing inefficiencies in service and food preparation. Slight wage increases were insufficient to offset high turnover. Dallas's consistent trends show these issues were specific to Austin's disruption.

Conclusion - Business and Policy Implications

The findings highlight the interconnectedness of ride-sharing platforms and the restaurant industry. Disruptions in one sector ripple into others, affecting workforce stability and consumer experiences.

Ride-sharing platforms indirectly stabilise restaurant workforce mobility. Their absence in Austin amplified quit rates and turnover. Policymakers must consider cross-industry dependencies when regulating platform economies. Restaurants should stabilise workforces by offering competitive wages, benefits, and cross-training during market disruptions. Proactive measures can mitigate turnover and prevent service quality declines during volatility. Regulations should balance safety and fairness in ride-sharing with economic stability risks in dependent sectors.

Uber and Lyft's suspension in Austin triggered labour market instability, reducing service and food quality. Their return stabilised the market, underscoring their broader influence beyond transportation. These findings stress policies that address the interdependencies of modern platform economies in urban planning.