PBOT Fees and Fares Survey Questions

**15 Question Survey 080522.4**

TNC Driver Feedback Survey regarding **Transparency** of the Calculations of Rider Fares, Driver Compensation, and Fare Distribution to the TNCs, Drivers and Other Third Parties, and the **Fairness** of Driver Compensation and Fare Distribution.

**Scale:** Please rate your agreement with the following statements from 1-5 (1 Strongly Agree, 2 Somewhat Agree, 3 Neither Agree nor Disagree or Not Applicable, 4 Somewhat Disagree, and 5 Strongly Disagree)

Driver Demographics:

 D1 Do you drive with Uber? (Yes/No), if Yes, D1A Lifetime # of Rides? D2B Since what year have you been driving for Uber?

 D2 Do you drive with Lyft? (Yes/No), if Yes, D2A Lifetime # of Rides? D2B Since what year have you been driving for Lyft?

 D3 Do you consider yourself Full Time or Part Time? (0-5, 6-10, 11-20, 21-30 Hours, 30-40, >40)

D4 What is your normal shift? (Weekdays, Weekends, Weeknights)

D5 On average, how many days do you work?

D6 How many days per week do you typically work?

 D7 What is your zip code?

D8 Do you own or rent your vehicle? If Rent, D5A From Whom? Uber, Lyft, Hertz, Other

 D9 Does your car qualify for Premier, Comfort, or Lux Rides?

 D10 Does your car qualify for XL rides?

 D11 Does your car qualify for Green, Reduced Emissions, or Zero Emission Rides?

 D12: Do you carry the commercial Ride Share rider on your insurance policy? Yes/no

**Transparency of Rider Fare Calculations**

1. I have a clear understanding of what a rider pays for each ride I give. (1-5 Scale)
2. I have a clear understanding of how rider fares are determined. (1-5 Scale)
3. Would you be willing to answer a few more questions regarding Transparency of Rider Fare Calculations? (Estimated time to complete 3-5 minutes) (Yes/No)
\*\*Note to survey builder\*\* If yes, jump to question to 3A1

**Transparency of Driver Compensation Calculations**

1. I have a clear understanding of what the Driver Compensation is for each ride given. . (1-5 Scale)
2. I have a clear understanding of how driver compensation is determined. (1-5 Scale)
3. Would you be willing to answer a few more questions regarding Transparency of Driver Compensation Calculations? (Estimated time to complete 3-5 minutes) (Yes/No) \*\*Note to survey builder\*\* If yes, jump to question to 6A1

**Transparency of Distribution of Fares**

1. I have a clear understanding of the portions of each rider’s fare that is divided between the TNC, the driver and any other third parties. (1-5 Scale)
2. I have a clear understanding of the factors that affect how each rider’s fare is divided between the TNC, the driver and any other third parties. (1-5 Scale)
3. Would you be willing to answer a few more questions regarding Transparency of Distribution of Fares Calculations? (Estimated time to complete 3-5 minutes) (Yes/No) \*\*Note to survey builder\*\* If yes, jump to question to 9A1

**Fairness of Driver Compensation**

1. I am fairly compensated for each ride I give. (1-5 Scale)
2. I receive a fair portion of the revenue collected from each ride by the TNC
3. Would you be willing to answer a few more questions regarding Fairness of Driver Compensation? (Estimated time to complete 3-5 minutes) (Yes/No) \*\*Note to survey builder\*\* If yes, jump to question to 12A

**Additional Feedback?**

1. I am willing to participate in upcoming surveys (1-5 Scale)
2. (1-5 Scale)
3. I would consider participating in an in-person focus group to provide more detailed feedback. (1-5 Scale)

Opt-In Questions

3A.1 Do you believe that the **Time of Day** affects the **Rider Fare** calculation? (Yes/No)

3A.2 I clearly understand how the **Time of Day** affects the **Rider Fare** Calculation? (1-5 Scale)

3B.1 Do you believe that the **Estimated Time and Distance of the Ride** affect the **Rider Fare** calculation? (Yes/No)

3B.2 I clearly understand how the **Estimated Time and Distance of the Ride** affect the **Rider Fare** Calculation? (1-5 Scale)

3C.1 Do you believe that the **Number of Riders** affects the **Rider Fare** calculation? (Yes/No)

3C.2 I clearly understand how the **Number of Riders** affects the **Rider Fare** Calculation? (1-5 Scale)

3D.1 Do you believe that the **Actual Time and Distance of the Ride** affect the **Rider Fare** calculation? (Yes/No)

3D.2 I clearly understand how the **Actual Time and Distance of the Ride** affect the **Rider Fare** Calculation? (1-5 Scale)

3E.1 Do you believe that **Rider and/or Driver Ratings** affect the **Rider Fare** calculation? (Yes/No)

3E.2 I clearly understand how **Rider and/or Driver Ratings** affect the **Rider Fare** Calculation? (1-5 Scale)

3F.1 Do you believe that the **Pickup Location (Neighborhood, Zip Code or more precise location)** affects the **Rider Fare** calculation? (Yes/No)

3F.2 I clearly understand the **Pickup Location (Neighborhood, Zip Code or more precise location)**how affects the **Rider Fare** Calculation? (1-5 Scale)

3G.1 Do you believe that the **Drop Off Location (Neighborhood, Zip Code or more precise location)** affects the **Rider Fare** calculation? (Yes/No)

3G.2 I clearly understand how the **Drop Off Location (Neighborhood, Zip Code or more precise location)** affects the **Rider Fare** Calculation? (1-5 Scale)

3H.1 Do you believe that the **Estimated Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Rider Fare** calculation? (Yes/No)

3H.2 I clearly understand how the **Estimated Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Rider Fare** Calculation? (1-5 Scale)

3I.1 Do you believe that the **Actual Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Rider Fare** calculation? (Yes/No)

3I.2 I clearly understand how the **Actual Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Rider Fare** Calculation? (1-5 Scale)

3J.1 Do you believe that a **Pickup Fee** affects the **Rider Fare** calculation? (Yes/No)

3J.2 I clearly understand how a **Pickup Fee** affects the **Rider Fare** Calculation? (1-5 Scale)

3K.1 Do you believe that **Surge Pricing** affects the **Rider Fare** calculation? (Yes/No)

3K.2 I clearly understand how **Surge Pricing** affects the **Rider Fare** Calculation? (1-5 Scale)

3L.1 Do you believe that **Airport Fees and/or Upcharges** affects the **Rider Fare** calculation? (Yes/No)

3L.2 I clearly understand how **Airport Fees and/or Upcharges** affects the **Rider Fare** Calculation? (1-5 Scale)

3M.1 Do you believe that **Sports, Concert and/or Other Event Site Fees and/or Upcharges** affect the **Rider Fare** calculation? (Yes/No)

3M.2 I clearly understand how **Sports, Concert and/or Other Event Site Fees and/or Upcharges** affect the **Rider Fare** Calculation? (1-5 Scale)

3N.1 Do you believe that **Ride Types (Premium, Lux, Comfort, XL)** affect the **Rider Fare** calculation? (Yes/No)

3N.2 I clearly understand how **Ride Types (Premium, Lux, Comfort, XL)** affect the **Rider Fare** Calculation? (1-5 Scale)

3O.1 Do you believe that **Pet Friendly Rides (not Service Animal Rides)** affect the **Rider Fare** calculation? (Yes/No)

3O.2 I clearly understand how **Pet Friendly Rides (not Service Animal Rides)** affect the **Rider Fare** Calculation? (1-5 Scale)

3P.1 Do you believe that **Green/Reduced Emission/Zero Emission Rides** affect the **Rider Fare** calculation? (Yes/No)

3P.2 I clearly understand how **Green/Reduced Emission/Zero Emission Rides** affect the **Rider Fare** Calculation? (1-5 Scale)

3Q.1 Do you believe that **Corporate Rides (Purchased in bulk by a company for employees or customers where the rider cannot change the destination, add a stop or leave a tip on the application)** affect the **Rider Fare** calculation? (Yes/No)

3Q.2 I clearly understand how **Corporate Rides (Purchased in bulk by a company for employees or customers where the rider cannot change the destination, add a stop or leave a tip on the application)** affect the **Rider Fare** Calculation? (1-5 Scale)

3R.1 Do you believe that **Pool/Shared Rides** affect the **Rider Fare** calculation? (Yes/No)

3R.2 I clearly understand how **Pool/Shared Rides** affect the **Rider Fare** Calculation? (1-5 Scale)

3S.1 Do you believe that **Preferred, “Wait and Save” and Other Time to Wait Sensitive Rides** affect the **Rider Fare** calculation? (Yes/No)

3S.2 I clearly understand how **Preferred, “Wait and Save” and Other Time to Wait Sensitive Rides** affect the **Rider Fare** Calculation? (1-5 Scale)

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6A.1 Do you believe that the **Time of Day** affects the **Driver Compensation** calculation? (Yes/No)

6A.2 I clearly understand how the **Time of Day** affects the **Driver Compensation** Calculation? (1-5 Scale)

6B.1 Do you believe that the **Estimated Time and Distance of the Ride** affect the **Driver Compensation** calculation? (Yes/No)

6B.2 I clearly understand how the **Estimated Time and Distance of the Ride** affect the **Driver Compensation** Calculation? (1-5 Scale)

6C.1 Do you believe that the **Number of Riders** affects the **Driver Compensation** calculation? (Yes/No)

6C.2 I clearly understand how the **Number of Riders** affects the **Driver Compensation** Calculation? (1-5 Scale)

6D.1 Do you believe that the **Actual Time and Distance of the Ride** affects the **Driver Compensation** calculation? (Yes/No)

6D.2 I clearly understand how the **Actual Time and Distance of the Ride** affect the **Driver Compensation** Calculation? (1-5 Scale)

6E.1 Do you believe that **Rider and/or Driver Ratings** affect the **Driver Compensation** calculation? (Yes/No)

6E.2 I clearly understand how **Rider and/or Driver Ratings** affect the **Driver Compensation** Calculation? (1-5 Scale)

6F.1 Do you believe that the **Pickup Location (Neighborhood, Zip Code or more precise location)** affects the **Driver Compensation** calculation? (Yes/No)

6F.2 I clearly understand the **Pickup Location (Neighborhood, Zip Code or more precise location)** how affects the **Driver Compensation** Calculation? (1-5 Scale)

6G.1 Do you believe that the **Drop Off Location (Neighborhood, Zip Code or more precise location)** affects the **Driver Compensation** calculation? (Yes/No)

6G.2 I clearly understand how the **Drop Off Location (Neighborhood, Zip Code or more precise location)** affects the **Driver Compensation** Calculation? (1-5 Scale)

6H.1 Do you believe that the **Estimated Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Driver Compensation** calculation? (Yes/No)

6H.2 I clearly understand how the **Estimated Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Driver Compensation** Calculation? (1-5 Scale)

6I.1 Do you believe that the **Actual Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Driver Compensation** calculation? (Yes/No)

6I.2 I clearly understand how the **Actual Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Driver Compensation** Calculation? (1-5 Scale)

6J.1 Do you believe that a **Pickup Fee** affects the **Driver Compensation** calculation? (Yes/No)

6J.2 I clearly understand how a **Pickup Fee** affects the **Driver Compensation** Calculation? (1-5 Scale)

6K.1 Do you believe that **Surge Pricing** affects the **Driver Compensation** calculation? (Yes/No)

6K.2 I clearly understand how **Surge Pricing** affects the **Driver Compensation** Calculation? (1-5 Scale)

6L.1 Do you believe that **Airport Fees and/or Upcharges** affects the **Driver Compensation** calculation? (Yes/No)

6L.2 I clearly understand how **Airport Fees and/or Upcharges** affects the **Driver Compensation** Calculation? (1-5 Scale)

6M.1 Do you believe that **Sports, Concert and/or Other Event Site Fees and/or Upcharges** affect the **Driver Compensation** calculation? (Yes/No)

6M.2 I clearly understand how **Sports, Concert and/or Other Event Site Fees and/or Upcharges** affect the **Driver Compensation** Calculation? (1-5 Scale)

6N.1 Do you believe that **Ride Types (Premium, Lux, Comfort, XL)** affect the **Driver Compensation** calculation? (Yes/No)

6N.2 I clearly understand how **Ride Types (Premium, Lux, Comfort, XL)** affect the **Driver Compensation** Calculation? (1-5 Scale)

6O.1 Do you believe that **Pet Friendly Rides (not Service Animal Rides)** affect the **Driver Compensation** calculation? (Yes/No)

6O.2 I clearly understand how **Pet Friendly Rides (not Service Animal Rides)** affect the **Driver Compensation** Calculation? (1-5 Scale)

6P.1 Do you believe that **Green/Reduced Emission/Zero Emission Rides** affect the **Driver Compensation** calculation? (Yes/No)

6P.2 I clearly understand how **Green/Reduced Emission/Zero Emission Rides** affect the **Driver Compensation** Calculation? (1-5 Scale)

6Q.1 Do you believe that **Corporate Rides (Purchased in bulk by a company for employees or customers where the rider cannot change the destination, add a stop or leave a tip on the application)** affect the **Driver Compensation** calculation? (Yes/No)

6Q.2 I clearly understand how **Corporate Rides (Purchased in bulk by a company for employees or customers where the rider cannot change the destination, add a stop or leave a tip on the application)** affect the **Driver Compensation** Calculation? (1-5 Scale)

6R.1 Do you believe that **Pool/Shared Rides** affect the **Driver Compensation** calculation? (Yes/No)

6R.2 I clearly understand how **Pool/Shared Rides** affect the **Driver Compensation** Calculation? (1-5 Scale)

6S.1 Do you believe that **Preferred, “Wait and Save” and Other Time to Wait Sensitive Rides** affect the **Driver Compensation** calculation? (Yes/No)

6S.2 I clearly understand how **Preferred, “Wait and Save” and Other Time to Wait Sensitive Rides** affect the **Driver Compensation** Calculation? (1-5 Scale)

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9A.1 Do you believe that the **Time of Day** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9A.2 I clearly understand how the **Time of Day** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9B.1 Do you believe that the **Estimated Time and Distance of the Ride** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9B.2 I clearly understand how the **Estimated Time and Distance of the Ride** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9C.1 Do you believe that the **Number of Riders** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9C.2 I clearly understand how the **Number of Riders** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9D.1 Do you believe that the **Actual Time and Distance of the Ride** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9D.2 I clearly understand how the **Actual Time and Distance of the Ride** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9E.1 Do you believe that **Rider and/or Driver Ratings** affect the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9E.2 I clearly understand how **Rider and/or Driver Ratings** affect the **Distribution of the** **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9F.1 Do you believe that the **Pickup Location (Neighborhood, Zip code or more precise location)** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9F.2 I clearly understand the **Pickup Location (Neighborhood, Zip code or more precise location)** how affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9G.1 Do you believe that the **Drop Off Location (Neighborhood, Zip code or more precise location)** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9G.2 I clearly understand how the **Drop Off Location (Neighborhood, Zip code or more precise location)** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9H.1 Do you believe that the **Estimated Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9H.2 I clearly understand how the **Estimated Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9I.1 Do you believe that the **Actual Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9I.2 I clearly understand how the **Actual Time/Distance for the Driver to Arrive at the Pick-Up Location** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9J.1 Do you believe that a **Pickup Fee** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9J.2 I clearly understand how a **Pickup Fee** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9K.1 Do you believe that **Surge Pricing** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9K.2 I clearly understand how **Surge Pricing** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9L.1 Do you believe that **Airport Fees and/or Upcharges** affects the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9L.2 I clearly understand how **Airport Fees and/or Upcharges** affects the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9M.1 Do you believe that **Sports, Concert and/or Other Event Site Fees and/or Upcharges** affect the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9M.2 I clearly understand how **Sports, Concert and/or Other Event Site Fees and/or Upcharges** affect the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9N.1 Do you believe that **Ride Types (Premium, Lux, Comfort, XL)** affect the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9N.2 I clearly understand how **Ride Types (Premium, Lux, Comfort, XL)** affect the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9O.1 Do you believe that **Pet Friendly Rides (not Service Animal Rides)** affect the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9O.2 I clearly understand how **Pet Friendly Rides (not Service Animal Rides)** affect the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9P.1 Do you believe that **Green/Reduced Emission/Zero Emission Rides** affect the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9P.2 I clearly understand how **Green/Reduced Emission/Zero Emission Rides** affect the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9Q.1 Do you believe that **Corporate Rides (Purchased in bulk by a company for employees or customers where the rider cannot change the destination, add a stop or leave a tip on the application)** affect the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9Q.2 I clearly understand how **Corporate Rides (Purchased in bulk by a company for employees or customers where the rider cannot change the destination, add a stop or leave a tip on the application)** affect the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9R.1 Do you believe that **Pool/Shared Rides** affect the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9R.2 I clearly understand how **Pool/Shared Rides** affect the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

9S.1 Do you believe that **Preferred, “Wait and Save” and Other Time to Wait Sensitive Rides** affect the **Distribution of the** **Rider Fare** calculation? (Yes/No)

9S.2 I clearly understand how **Preferred, “Wait and Save” and Other Time to Wait Sensitive Rides** affect the **Distribution of the** **Rider Fare** Calculation? (1-5 Scale)

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12A I receive a fair portion of the revenue collected from each ride by the TNC (1-5 Scale)

12B I am fairly compensated for each ride I give (1-5 Scale)

12C I am fairly compensated for the base fare portion of all rides given (Definition: Not including rides with Surge or additional charges) (1-5 Scale)

12D I am fairly compensated for rides where the rider is charged surge pricing (Definition: Based on your understanding of how Surge Pricing is determined) (1-5 Scale)

12E I am fairly compensated for Pool/Shared Rides (Definition: TNC collects multiple fares, drivers receive additional compensation for unshared minutes and miles) (1-5 Scale)

12F I am fairly compensated for Green (Definition: ) (1-5 Scale)

12G I am fairly compensated for Premium/Lux/Comfort (Definition: ) (1-5 Scale)

12H I am fairly compensated for Airport Rides (Definition: ) (1-5 Scale)

12I I am fairly compensated for Airport Wait at the Curb Rides (Definition: ) (1-5 Scale)

12J I am fairly compensated for Long Pickups (Definition: ) (1-5 Scale)

12K I am fairly compensated for Stage 1 time and distance (Definition: Time/Distance waiting or driving around for a ride until pinged and en route to a pickup) (1-5 Scale)

12L I am fairly compensated for Stage 2 time and distance (Definition: en route to a pickup after accepting a ride) (1-5 Scale)

12M I am fairly compensated for waiting time after arriving at pickup location (Definition: 2 minutes unpaid for UberX, 1 minute unpaid for Lyft) (1-5 Scale)

12N I am fairly compensated for Overtime, Weekend and Overnight Hours (Definition: ) (1-5 Scale)

12O I am fairly compensated for rides to remote destinations where a ride back is unlikely (Definition: ) (1-5 Scale)

12P I am fairly compensated for rider cancellations (Definition: ) (1-5 Scale)

12Q I am fairly compensated for third party rides where the rider has not been screened by the TNC and may present an increased chance of harm to the driver. (1-5 Scale)

12R I am fairly compensated for rides where the identity of the rider cannot be confirmed by photo and legal name. (1-5 Scale)

12S I am fairly compensated for Lyft Preferred Rides (Definition: Driver agrees to accept less than base fare per ride in exchange for the getting more rides) (1-5 Scale)

12T I am fairly compensated for cleaning Vomit when a rider pukes in my car and I clean it myself. (1-5 Scale)

12U I am fairly compensated for getting Vomit cleaned by a professional service when a rider pukes in my car. (1-5 Scale)

12V Weekly bonuses (Quests and Challenges) make up a significant portion of my earnings (1-5 Scale)

12W If Weekly Bonuses are not offered or attainable it affects the number of hours I work ( 3 choices: More Hours, About the Same, or less Hours)

12X Daily Promotions (Streaks and ?Uber Opportunities?) make up a significant portion of my earnings (1-5 Scale)

12Y If Daily Promotions are not offered or attainable it affects the number of hours I work ( 3 choices: More Hours, About the Same, or less Hours)

\*\*\* End of Opt-In Questions \*\*\*

**After Survey – Pop up information about the TNC Committees**