



**National Survey of Rideshare and
Delivery Drivers in Mexico**
September 2022

Quantitative Survey

- Quadrant Strategies, an independent research firm, surveyed 1,000 drivers who earn on the Uber platform, including:
 - 500 Rideshare Drivers
 - 500 Delivery Drivers
- Survey details:
 - Fielded online Sept. 2 - 12, 2022, in Spanish.
 - The survey was blinded - meaning that Quadrant sent out the survey as an independent third-party and respondents did not know who sponsored the survey. Respondents were assured their responses were anonymous.
 - Margin of error: $\pm 3.1\%$
 - Results were weighted to match the composition of drivers who earn using the Uber platform.

Rideshare and food delivery apps provide an important economic opportunity to drivers. Many joined these platforms at a time when they needed an earning opportunity the most.

Flexibility is the key reason drivers choose and continue to work on these platforms rather than other work; it is a core distinction that sets this opportunity apart from other earnings options.

Drivers prefer independent contractor designation over employment by a more than a 6-to-1 margin. Many say they wouldn't continue to drive or deliver under an employment model.

More than 9 in 10 support an IC+ model (remain independent contractors, maintain the current flexibility they enjoy, and be given some, but not all, of the benefits that employees receive).

Flexibility trumps any traditional employee benefits we tested.

Accident/occupational risk insurance, health insurance, and life/disability insurance stand out as the most appreciated benefits - **higher than retirement.**

Key Takeaways

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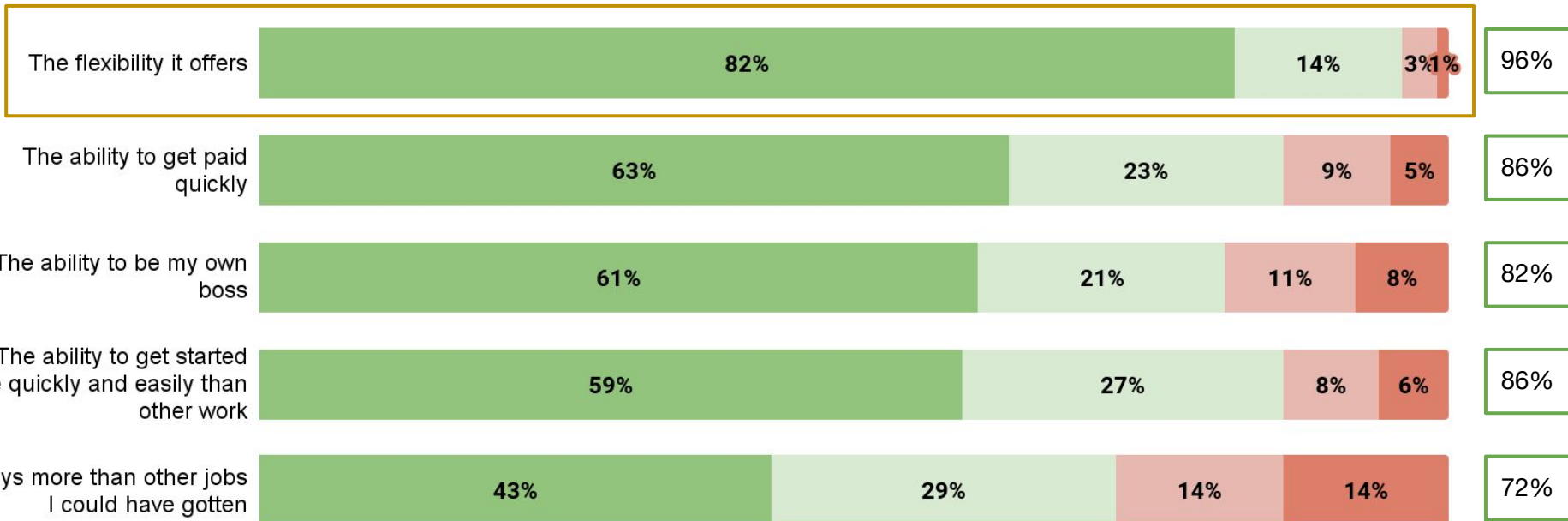
More than anything else, drivers choose rideshare or delivery over other earning options due to the flexibility it provides.

Why Join Rideshare/Delivery Over Other Earning Opportunities - Top 5

Please indicate how much of a reason each of the following statements is as to why you chose to sign up as a rideshare or food delivery driver over other earnings options.

Showing top 5 reasons among all drivers (n=1000)

■ A big reason ■ Somewhat of a reason ■ Not very much of a reason ■ Not a reason at all



Why flexibility is important: In their own words...

*Porque tengo otro tipo de necesidades y actividades, este trabajo me permite cumplir con cada una de ellas. **Sin tener que estar pidiendo permiso para poder faltar al trabajo, soy dueña de mi propio tiempo.***

(English translation: Because I have other types of needs and activities, this job allows me to fulfill each one of them. Without having to ask for permission to miss work, I am the owner of my own time.)

- Rideshare Driver

Al administrar mi propio horario de trabajo, puedo ocuparme sin presiones de otras actividades como llevar y traer a mi nieto a la escuela, auxiliar a mi hermana en su negocio si hace falta, acudir a juntas y compromisos y repartir en mi horario libre para generar un ingreso.

(English translation: By managing my own work schedule, I can take care of other activities without pressure, such as taking my grandson to and from school, helping my sister in her business if necessary, attending meetings and commitments, and sharing in my free time to generate an income.)

- Delivery Driver

Te da mayor oportunidad de aprovechar algún trabajo temporal o ocasional y después seguir repartiendo sin ningún problema y así mismo de poder estar disponible en cualquier momento para alguna circunstancia familiar y pasar más tiempo con la esposa e hijos sin estar atado a un horario.

(English translation: It gives you a greater opportunity to take advantage of some temporary or occasional job and then continue delivering without any problem and also to be available at any time for any family circumstance and spend more time with your wife and children without being tied to a schedule.)

- Rideshare Driver

Flexibilidad en tiempo porque manejo mi tiempo y mis descansos a mi gusto y flexibilidad en dinero porque **yo decido cuanto quiero ganar en el día a día.**

(English translation: Flexibility in time because I manage my time and my breaks to my liking and flexibility in money because I decide how much I want to earn on a day-to-day basis.)

- Delivery Driver

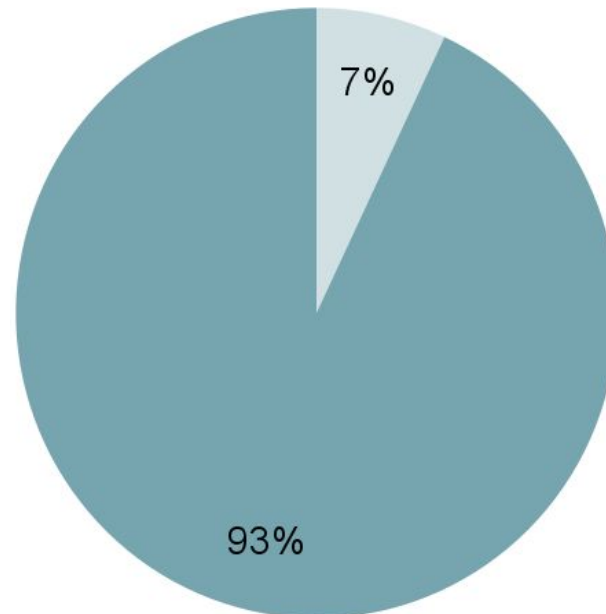
Key Takeaways

Drivers overwhelmingly prefer a flexible schedule they can control over a fixed schedule they can plan around.

Schedule Preference

When thinking about your ideal schedule, which of the following do you prefer?

Showing among all drivers (n=1000)



- A flexible schedule you can fully control
- A fixed schedule you plan around

Key Takeaways

The speedy onboarding process is also a draw - and something unique to the gig work model.

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Key Takeaways

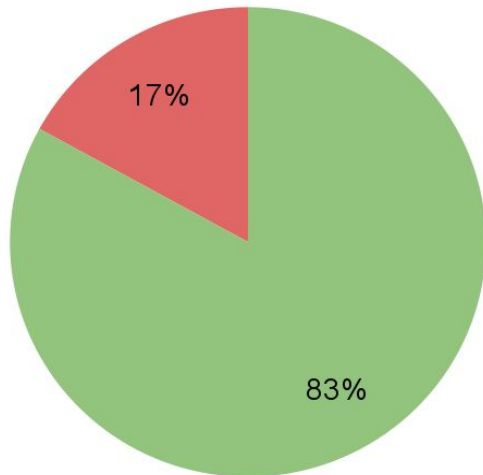
Rideshare and delivery platforms provide an earnings opportunity that help drivers deal with the rising costs of goods and services.

Rideshare/Delivery Platform Attributes

Do you agree or disagree that rideshare or food delivery driving...

Showing among all drivers (n=1000)

Helps me deal with inflation/rising cost of goods and services

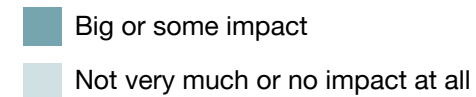
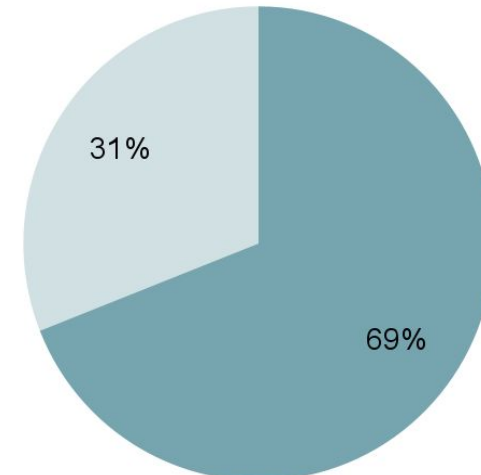


Reasons for Joining

How much did each of the following impact your decision to sign up as a rideshare or delivery driver, specifically?

Showing among all drivers (n=1000)

Because inflation increased the costs of goods and services

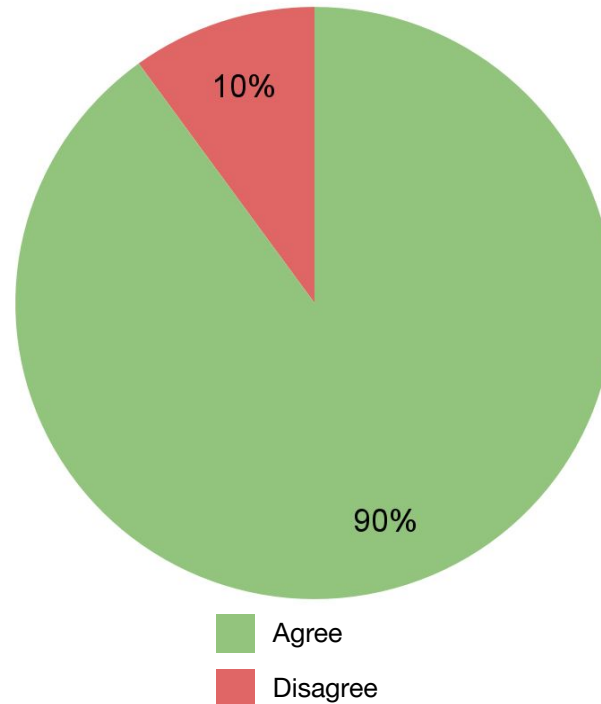


And rideshare earnings are quickly and easily accessible - especially when compared to jobs with a traditional employment model.

Rideshare/Delivery Platform Attributes

Do you agree or disagree that rideshare or food delivery driving:
Provides easier access to earnings than a traditional job would for people like me
Showing among all drivers (n=1000)

Provides easier access to earnings than a traditional job would for people like me

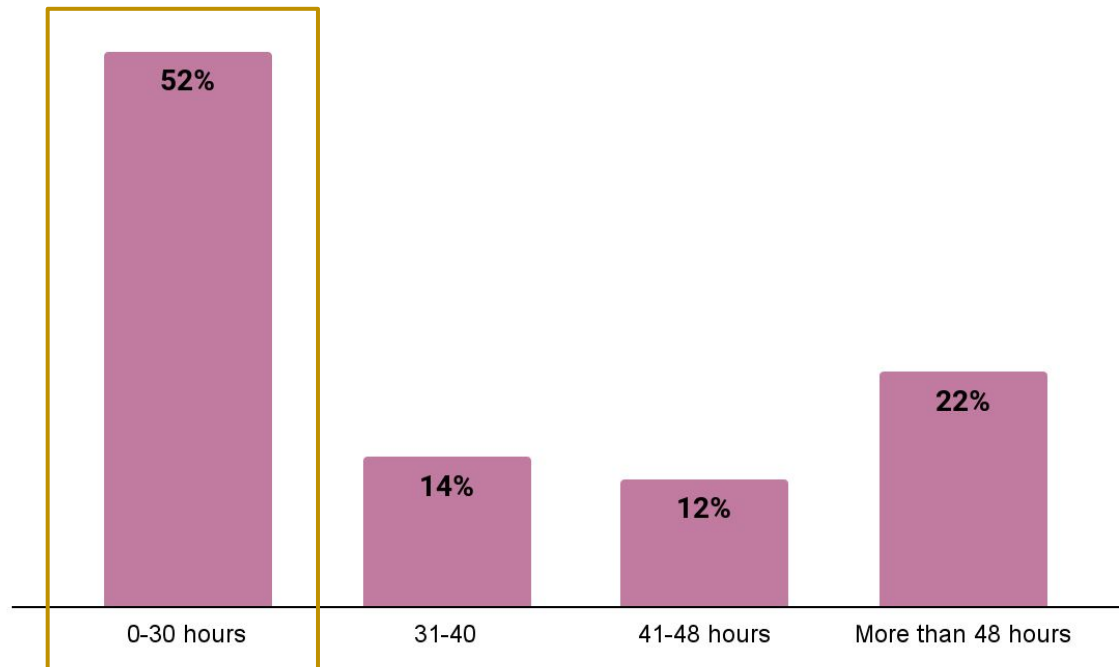


More than half of all drivers work with rideshare or delivery less than 30 hours per week.

Hours Drive Active

How many hours do you drive or deliver per week with rideshare or delivery apps?

Showing among all drivers (n=1000)

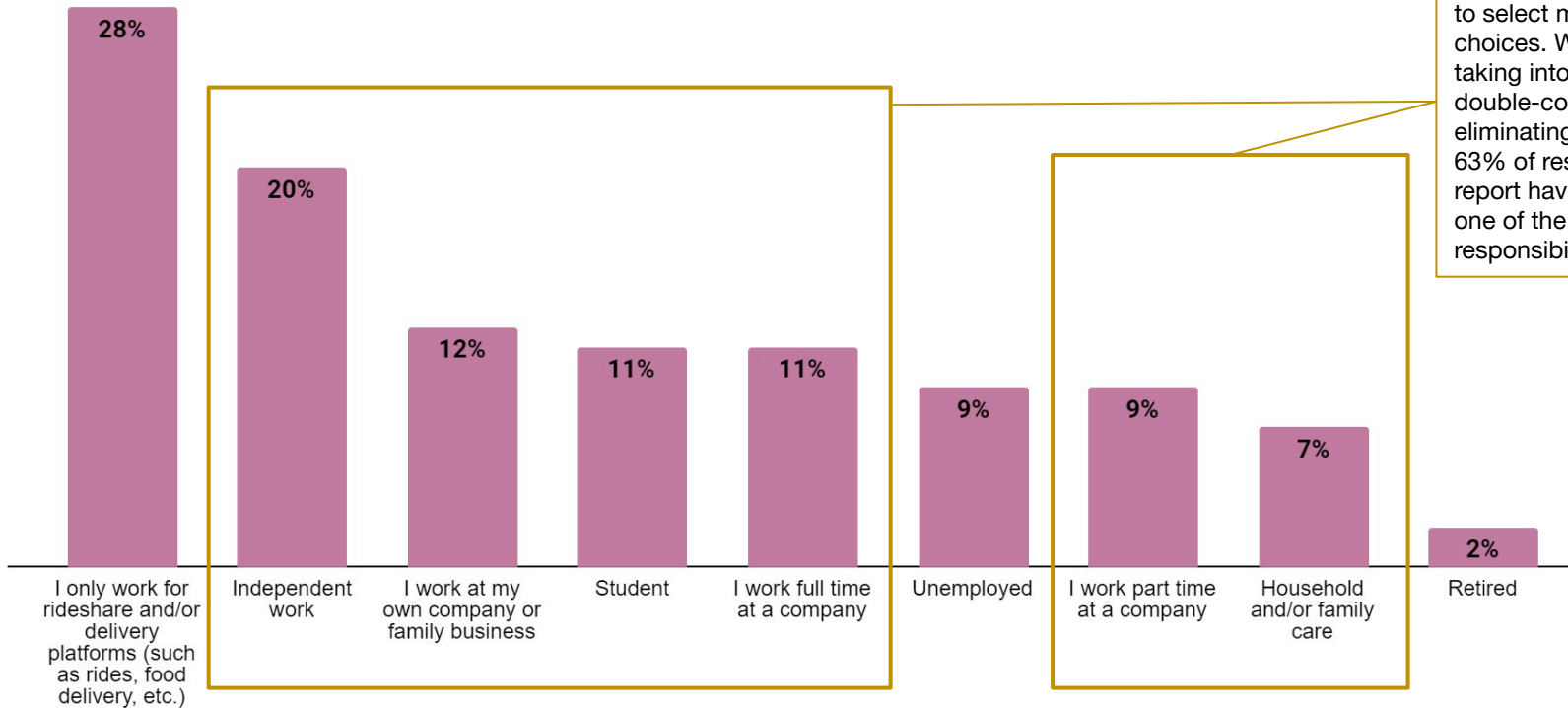


Key Takeaways

Flexibility is critical to drivers because more than 6 in 10 have other responsibilities in their life, such as another job, education, or caregiving.

Role Employment

Besides driving or delivering, which of the following best describes what you do for a living? Please select all that apply.
Showing among all drivers (n=1000)



**Note:* This question allowed respondents to select multiple choices. When taking into account double-counting and eliminating overlap, 63% of respondents report having at least one of the following responsibilities.

Key Takeaways

The vast majority report being satisfied with their experiences driving and delivering with Uber/Uber Eats under its current design.

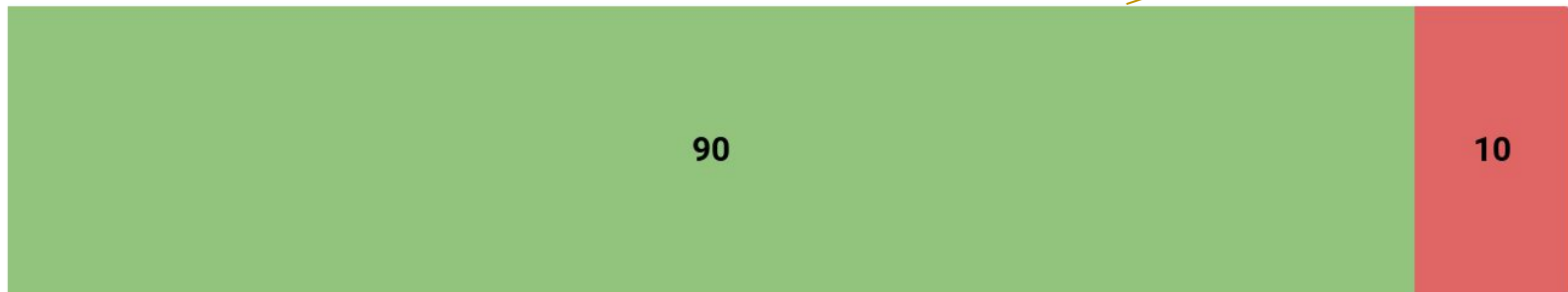
Satisfaction

How satisfied are you with driving with Uber/Uber Eats?

Showing among all drivers (n=1000)

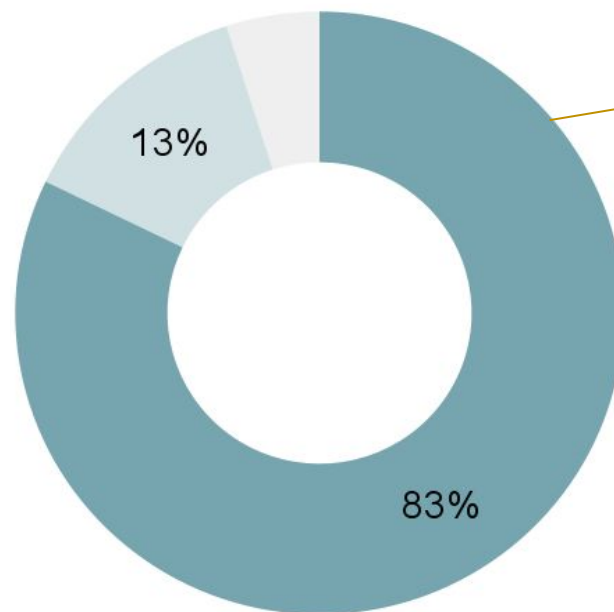
■ Satisfied ■ Dissatisfied

55% of all drivers are very satisfied



They overwhelmingly want to be independent contractors instead of employees, by more than 6-to-1.

IC vs Employee Preference
Thinking about driving or delivering with app-based rideshare and food delivery apps, do you prefer to be an independent contractor or an employee?
Showing among all drivers (n=1000)



80% of delivery drivers and 83% of rideshare drivers prefer to be an independent contractor.

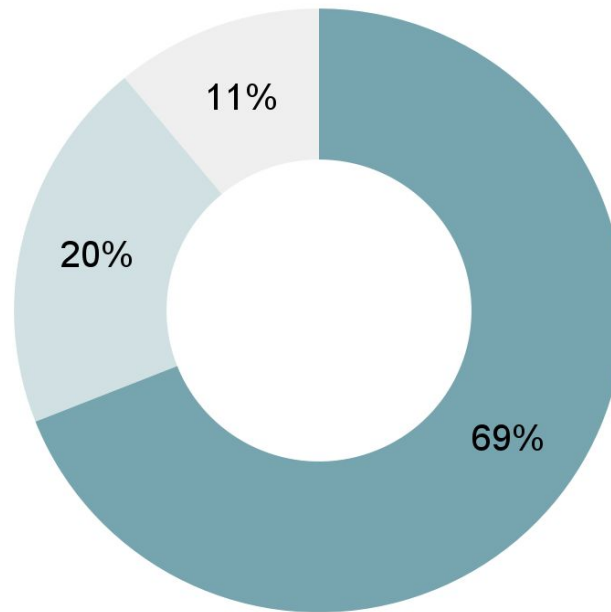
- Independent Contractor
- Employee
- Don't Know

When given a choice between reclassification to employee status and keeping things as-is, nearly 7 in 10 want to stay independent.

IC vs Reclassify

Rideshare and delivery drivers are currently considered independent contractors. There is a debate of how they should be classified. Which would you prefer for rideshare and delivery drivers?

Showing among all drivers (n=1000)



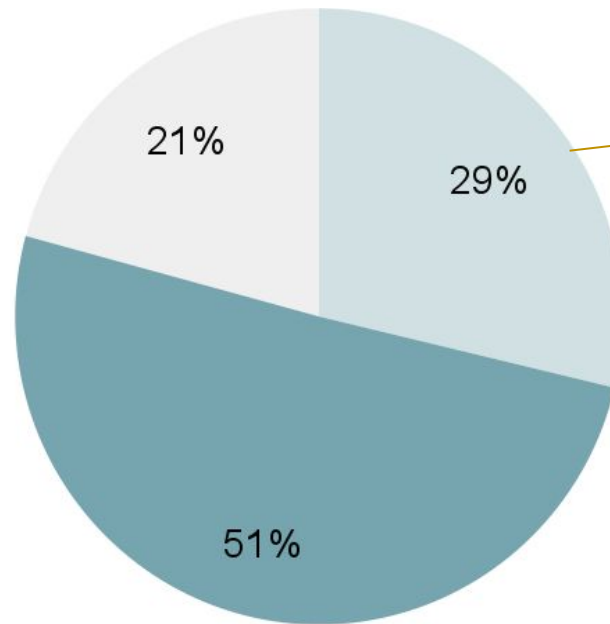
- Keeping drivers as independent contractors, with the schedule flexibility they currently enjoy and the ability to work as much or as little as they want.
- Re-classifying drivers as employees, which means only a small percentage of current drivers would be hired, and those hired would have to work a set schedule without the flexibility they get now. But those drivers who were hired would get the full protection of employment including health insurance, compensation, supermarket vouchers, severance package, savings accounts, and social security.
- Don't know

A majority would stop driving if employment was the only option.

If Required to Be an Employee - Would You Stop or Continue?

Let's imagine that instead of your current experience driving or delivering, drivers are required to be employees which means they must adhere to fixed schedules, drive or deliver full-time, drive in predetermined driving/delivery zones, drive with only one app, and drive under the supervision of a boss. Which of the following would be your reaction?

Showing among all drivers (n=996)



Note: The proportion who would stop driving is slightly lower among female drivers, at 22%.

- I would stop driving
- I would meet the demands of shifts, instructions, bosses, and exclusivity to the app
- Not Sure

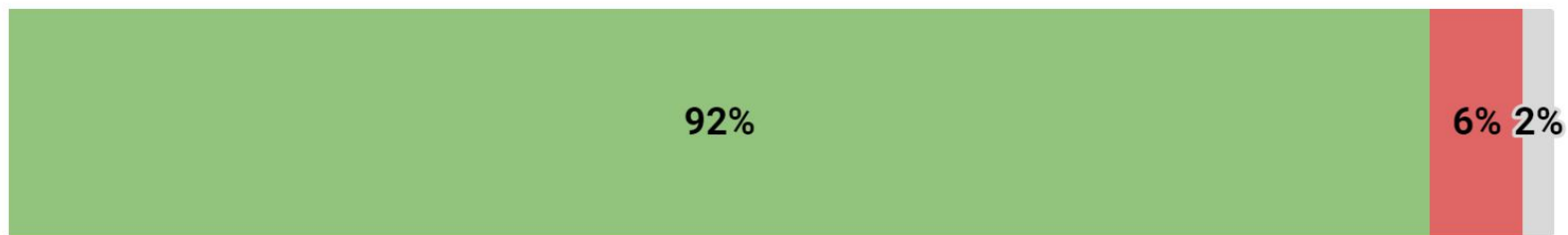
Over 90% of drivers support a model that maintains flexibility while giving some, but not all, of the benefits employees receive.

IC+ Plan Support/Oppose

Some have proposed a plan under which drivers would remain independent contractors, maintain the current flexibility they enjoy, and be given some, but not all, of the benefits that employees receive. Would you support or oppose this proposal?

Showing among all drivers (n=1000)

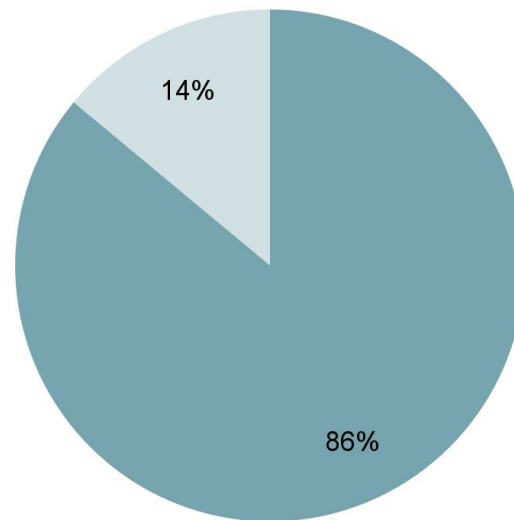
■ Support ■ Oppose ■ Don't Know





59% of drivers strongly support

And drivers overwhelmingly prefer an IC+ model over an employment model.

IC+ Forced
And putting that a different way, which of the following comes closest to your view?
Showing among all drivers (n=1000)



This is true for 86% of rideshare drivers and 88% of delivery drivers.

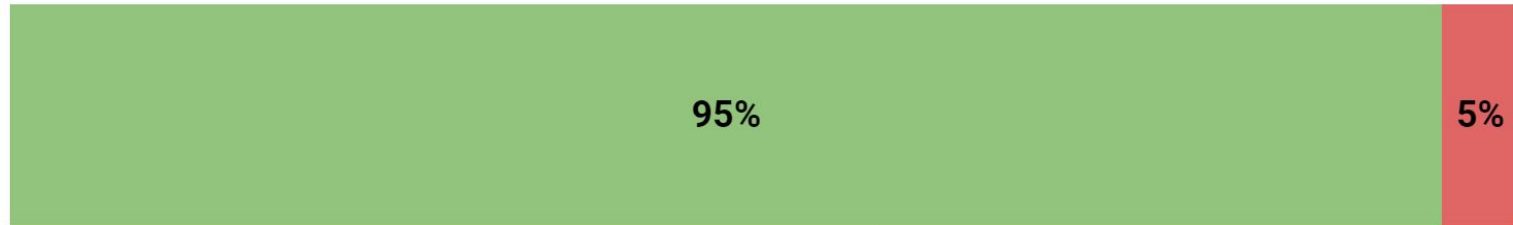
-  I would prefer rideshare and delivery drivers be classified as independent contractors and maintain flexibility in their schedule and their ability to work with multiple platforms with no limits on their earnings while also requiring the platforms to provide some, but not all, of the benefits and protections an employee would receive.
-  I would prefer rideshare drivers be classified as employees and receive all of the benefits and protections an employee would, even if that means they have to report to a boss, sacrifice flexibility in their schedule, earn flat wages, and work for one platform.

Moreover, drivers express a desire for their wishes to be taken into account by policymakers.

Policy Consideration

How much do you agree or disagree with the following statement: When considering changes to laws regarding rideshare and delivery drivers, policy makers should respect and honor the wishes of rideshare and delivery drivers?
Showing among all drivers (n=1000)

■ Agree ■ Disagree



75% of drivers strongly agree