

Rideshare Driver Survey



We surveyed over 1,100 rideshare drivers about their experiences. Here is what they told us.

1. 85% aren't satisfied with their earnings



2. On average drivers earn **\$16/hr** (after company fees and taxes but before costs such as fuel, insurance etc)

\$16/hr | **67%** of drivers who work full time hours earn below the ABS average weekly wage (\$1,586)

3. We received **969** reports of harassment and/or assault

37% RECEIVED THREATS

"In casual conversation a passenger made a joke about taking me to a remote location to rape me."

10% PHYSICAL ASSAULTS

"I have been punched in the face, others threatened they would find out where I live and kill my family."

6% SEXUAL ASSAULTS

"A passenger pinned me into my seat with his body weight while he used a hand to sexually assault me."

31% drive rideshare because they have debts to pay.

3 in 4 say company commissions are too high.

62% say pay is not enough to save for super or leave.

1/2 of drivers work full time.



0-20 HOURS
25.5%

21-40 HOURS
37.5%

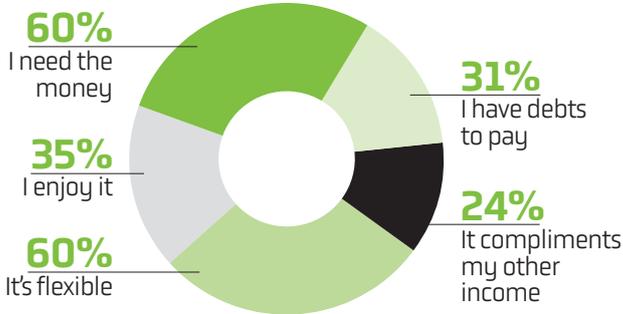
40+ HOURS
37.0%

Respondents drive for: Uber (97%), Ola (46%), Taxify (26%), DiDi (22%) and other (15%)

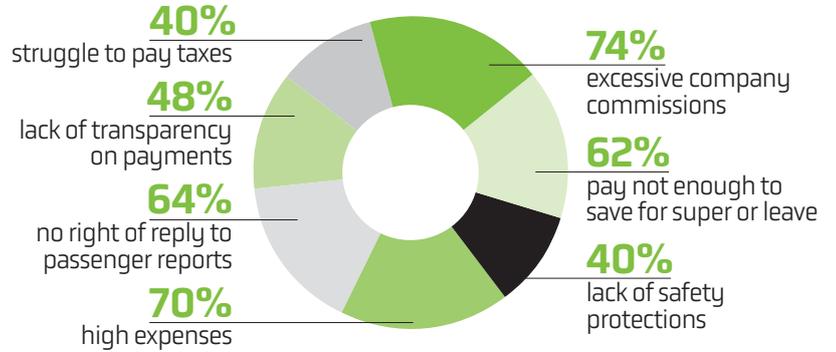
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Reasons for driving rideshare



Biggest concerns about rideshare driving



UberPool not so cool

Companies make changes and bring in new systems without consulting drivers. Drivers using UberPool pick up several passengers during the trip but the pay and conditions are worse.

64%
said their earnings went down

43%
said their expenses went up

32%
choose not to drive UberPool because of concerns for their safety and passenger safety

Drivers name their biggest issues

Alarming sexual and physical assaults

Drivers reported death threats and threats of harm, actual physical assaults, and sexual harassment and assaults.

"I had to file a police report because I was held at knifepoint. The rideshare platform didn't even deactivate the people's accounts."

Racism

Drivers reported racist abuse ranging from tasteless jokes, through to slurs and threats of violence.

"I have had drunk passengers call me n*er, and terrorist."**

Damage to property

Angry and drunk passengers damage and soil vehicles and break personal property.

"When I told a passenger he was in the wrong vehicle, he got angry and broke a window."

Rideshare companies aren't supporting drivers

Violent passengers aren't banned from services, and drivers are left to deal with damage to vehicles, medical bills and long-term effects.

"Too many times I've come close to being bashed by drunk and drug affected passengers. Every time I contact the rideshare company and they don't even help."

Drivers face deactivation with no right of reply

Drivers reported deactivation from false reports, while others received no reason for deactivation. This puts them under serious pressure in order to keep their jobs.

"Contracts are signed under threats of deactivation, which forces drivers into self destructive and often dangerous conditions of work."