

Appendix A: Focus Group Tool and Process

Human Impact Partners held three focus groups to explore the experiences of people who drive for ride-hail companies to determine the impact of driving for their and their families’ health.

Gig Workers Rising hosted and recruited participants for all focus groups. A staff member at Human Impact Partners facilitated discussion, with Gig Worker Rising staff attending the focus groups, as well. All focus groups lasted approximately 1.5 hours and were audio-recorded. Participants received a \$30 gift card for gas for their participation in the discussion. Human Impact Partners’ staff summarized and analyzed themes from all focus groups.

	Focus Group 1	Focus Group 2	Focus Group 3
Date & Time Held	April 22, 2019	April 23, 2019	April 29, 2019
Language	English	English	English
Number of Participants	7	5	1
Ages of Participants	18+	18+	18+

Focus-Group Discussion Questions

Introductory question (10 min)

Let’s go around in a circle and introduce ourselves—please say your name, the city you live in, and one thing that you love about living where you live.

Social Vulnerabilities/Benefits of Being a Rideshare Worker (30 min)

Why did you start doing rideshare? (prompts: more control over your work, prior disability; full-time/part-time preferences)

What are the benefits of being a driver? What do you like? (prompts: work pace, schedule control, flexibility, meeting new people)

What are some of the biggest challenges that you’ve faced related to rideshare driving? (prompts: not being able to rely on or predict your income; have you been deactivated?; do you worry about being deactivated?; safety—both from passengers and being on the road; rate cuts; leasing cars; housing costs and instability; have you ever slept in your car in order to work or do you regularly?)

How do you make ends meet if you're not doing this job? How dependent do you feel on the app for the amount of money you need to live? (prompts: what happens if you don't make as much money as you planned?)

Health Vulnerabilities (30 min)

What physical or mental-health issues have you experienced since you began driving? What happened? How have these affected your well-being and quality of life? (prompts: physical pain, stress, depression, anxiety, smoking and drinking, back pain, headaches, injuries, lack of safety)

What aspects of being a driver have contributed to these health issues, specifically? (*prompts*: being in the car for so much time, not knowing how much \$ I would make, having no control, overall stress of driving)

As independent contractors, you aren't eligible for work-based healthcare, unemployment benefits, workers' comp, and other benefits. How has this affected your health, or the health of your family? Do you feel that if you had benefits, it would have helped?

What is the most stressful part of this work for you?

Ways to Make It Better

What are changes in rideshare driving that could alleviate stress, and also support your having better physical, mental, and financial security?

What specific benefits would you like to see being extended to rideshare drivers? (*prompts*: health, vision, dental, unemployment, etc.)

Are there resources, people, or programs that have been helpful when you've had problems with your health? If not, what sort of resource would be the most helpful for you to be healthy in your job? (*prompt*: this could be city programs or staff, support from local organizations, etc.)

Given the challenges you've talked about today, why do you stay doing it? Have you thought about quitting driving? (*prompts*: inability to find other work, flexibility; no time to look for other work; cycle of debt owed, particularly in relation to car leasing)

How would you like to see the results of this research? (*prompts*: presented at a meeting, social media, in video, on a poster, something else)

Wrap-up

Thank you so much for your time. We're very grateful for your participation. In closing, we'd love if you could spend five minutes completing this brief anonymous survey.

Appendix B: Driver Demographic Survey

Human Impact Partners distributed a short anonymous demographic survey at the end of the focus groups to participants.

Driver Demographic Survey Questions

Please fill out this anonymous survey to help us better understand the health concerns for rideshare drivers:

What company do you drive for? (Check all that apply)

- Uber
- Lyft
- Other: _____

Your Age: _____

Gender: _____

Race/Ethnicity: _____

How many years have you been a driver for Uber or Lyft?: _____

Typically, when do you drive? (Check one answer)

- Day
- Night
- Both

Average daily hours worked: _____

How many days do you work a week?: _____

Your Health

Do you have any of the following health issues/experiences **as a result of driving?** (check all)

- | | |
|--|---|
| <input type="checkbox"/> Muscle or skeletal pain | <input type="checkbox"/> Dehydration and kidney issues |
| <input type="checkbox"/> Headaches | <input type="checkbox"/> Eye problems |
| <input type="checkbox"/> Fatigue | <input type="checkbox"/> Sleep deprivation |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Heart problems |
| <input type="checkbox"/> Hypertension | <input type="checkbox"/> Violence and/or related injury |
| <input type="checkbox"/> Stress | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Depression | |



Do you have health insurance?:

- Yes
- No
- Not sure

If you do have health insurance, do you access it through:

- An employer or spouse's employer
- Veterans Administration
- Medicare
- Medi-Cal
- Covered California
- Not sure
- If not sure, please explain: _____

AFTER EXPENSES, what is your average income per week:

- \$100-\$499/week
- \$500-\$999/week
- \$1000-\$1499/week
- \$1500+/week