**Share Capture Research**

**PRE-TEST RECRUITMENT SCREENER | India Pilot**

**FINAL | 5/23/2023**

**SUMMARY OF SAMPLE DESIGN**

**Target:** 20 riders minimum – used ride sharing apps during the month of April

**SCREENER**

Hello! This is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. **THIS IS NOT A SALES CALL.** We’re conducting research for a Global technology company to understand your use of ride-sharing apps. This research will be used to develop and improvethese services to better meet your needs in the future. The sponsor of the research will not be identified, but their representatives may be present and may participate. We’d very much like to include your experiences in the research.

**Again, this is not a sales call. Your responses will be anonymous and confidential.**

S1. In which of these cities is your primary residence closest to? **(SELECT ONE)**

* + 1. Ahmedabad
    2. Bangalore
    3. Bhopal
    4. Bhubaneswar
    5. Chandigarh
    6. Chennai
    7. Delhi NCR
    8. Guwahati
    9. Hyderabad
    10. Indore
    11. Jaipur
    12. Kochi
    13. Kolkata
    14. Lucknow
    15. Mumbai
    16. Mysore
    17. Nagpur
    18. Patna
    19. Pune
    20. Surat
    21. Thiruvananthapuram
    22. Vijayawada
    23. Visakhapatnam

S2. What is your gender? **(SELECT ONE)**

* + 1. Male
    2. Female
    3. Gender non-conforming
    4. Prefer not to answer

S3. How old are you?

\_\_\_\_\_\_\_\_\_ years old **(MUST BE 18-79 TO QUALIFY; ELSE THANK AND TERMINATE)**

S4. Which of the following ride sharing apps have you used to **book at least one ride during the month of April**, either for yourself or someone else? **(SELECT ALL THAT APPLY)**

* We are only interested in rides you have taken during the month specified, if you have taken a ride with an app outside of this month, that should not be considered.
* Ride sharing platforms include companies that, via websites and mobile apps, match passengers with drivers of vehicles.
* Please note, food deliveries from these types of companies do not qualify – such as Uber Eats or Dunzo.
* **INTERVIEWER: Please instruct the participant to open all ride sharing apps they think they might have used during the month of April – redownloading if necessary – so that we capture an accurate representation of providers used.** 
  + 1. BluSmart
    2. Grab
    3. InDrive
    4. Lyft
    5. Ola
    6. Uber
    7. Other (please specify: \_\_\_\_\_) **(CONFIRM ALL “OTHERS” WITH PROJECT TEAM; PLACE RESPONDENT ON HOLD IF ONLY RESPONSE)**
    8. None of the above **(THANK AND TERMINATE)**

S5. Across the ride sharing apps you indicated using, approximately how many **TOTAL RIDES did you book during the month of April?** *We are just looking for your best estimate to help with planning the next steps.* **(SELECT ONE FOR EACH ROW)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ride Sharing App** | **None** | **1-3** | **4-9** | **10+** |
| * + - 1. BlueSmart | o | o | o | o |
| * + - 1. Grab | o | o | o | o |
| * + - 1. InDrive | o | o | o | o |
| * + - 1. Lyft | o | o | o | o |
| * + - 1. Ola | o | o | o | o |
| * + - 1. Uber | o | o | o | o |
| * + - 1. Other | o | o | o | o |

**NOTE: S5 DATA WILL NOT BE USED FOR MARKET SIZING, IT IS FOR INTERVIEW PLANNING PURPOSES ONLY; WE DO NOT NEED TO UPDATE THIS INFORMATION IF THE PARTICIPANTS ACTUAL NUMBER OF RIDES CHANGES POST SCREENING**

S6. What operating system does your mobile device use? **(SELECT ONE)**

* + 1. iOS – developed by Apple – runs on the iPhone
    2. Android OS – developed by Google – runs on Google, Samsung, Oppo, OnePlus, Xiaomi, Motorola, and Nokia phones
    3. None of the above **(THANK AND TERMINATE)**

S7. a. **(ASK IF S4 = Uber)** Are you aware of how you signed up for **Uber**? This should be how you primarily receive notifications or receipts for this app.

* + 1. Phone Number / Text Message
    2. Email
    3. Not Sure

b. **(ASK IF S4 = Ola)** Are you aware of how you signed up for **Ola**? This should be how you primarily receive notifications or receipts for this app.

* + 1. Phone Number / Text Message
    2. Email
    3. Not Sure

**IF ELIGIBLE PARTICIPANT**

Great, we’d like to invite you to participate! To participate in this research, we will guide you through a process to send us your trip receipts across all rides you have taken during the month of April. This includes all rides across the ride sharing apps you have mentioned previously. The process itself should take anywhere from 5 to 20 minutes depending on how many rides you have taken.

Will you be able to participate?

Yes, **CONFIRM CONTACT INFORMATION AND CONTINUE WITH INFORMATION CAPTURE PROTOCOLS, OR SCHEDULE FOR A LATER DATE**

* + - * 1. Name:   
           Telephone:   
           Email:

No, **THANK AND TERMINATE**

**Important matter:** please make note of the number of participants that refuse to continue with the research. We are primarily looking to understand, 1) The overall willingness of riders to provide screenshots / trip receipt PDFs and 2) For riders that have a high volume of rides across apps, if they are more likely to drop out given the amount of effort involved in gathering information.

**Planning for information capture protocols:**

* Ask the participant to have all ride sharing apps they have used to book rides during the month of April downloaded on their phone before information capture begins.
* If less frequent rider (1 to 3 total rides across apps) the interview may be conducted via a combination of email, WeChat, and telephone.
* If more frequent rider (4+ total rides across apps), have the participant download the Zoom app on their phone. Proceed with creating a Zoom meeting invite. Since these participants will have 4 or more rides, a video call with screen sharing will be the best method for ensuring completeness of the information captured.
  + - * 1. **Thank you VERY much! We really appreciate your willingness to help!**