



ADULT CONSENT FORM PRINCETON UNIVERSITY

TITLE OF RESEARCH: Understanding Rideshare and Delivery Platform Algorithms

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PRINCIPAL INVESTIGATOR'S DEPARTMENT: Department of Computer Science & School of Public and International Affairs

Key information about the study:

Your informed consent is being sought for research. Participation in the research is voluntary.

The purpose of the research: Rideshare platforms such as Uber and Lyft connect customers with nearby drivers using an automated matching and pricing system that aims to minimize the average wait time per customer. Delivery platforms like UberEats, DoorDash, and Instacart use a similar matching system, matching customers with drivers for food delivery. This research project aims to understand how rideshare and delivery platform matching algorithms work, as well as the effect of choosing different products, such as priority pick-up. Therefore, we are collecting the estimated time of arrival and actual times of arrival from a group of participants' rideshare/delivery histories.

The expected duration of the subject's participation: You will be asked to collect your ride and food delivery histories from rideshare platforms over the course of one month, taking screenshots before each ride/order and downloading your ride/order history from rideshare platforms. We expect downloading your ride history, organizing screenshot data, and uploading this information to take about 30 minutes.

The procedures that the subject will be asked to follow in the research: You will be asked to upload two types of information to researchers about your rideshare habits over the course of approximately one month:

1. Screenshots of time estimates before each ride/delivery. Before each ride/delivery, you will take a screenshot of the estimated time of arrival. You can earn a bonus of up to \$10 based on how many screenshots you remember to take. Additionally, you will be compensated for your ride/delivery history and at least 5 valid screenshots at the end of the study. We will provide instructions.
2. Ride/delivery history. You will download your ride/delivery history and upload files containing ride/delivery information such as actual dropoff and pickup times, and your rider rating.

You may be randomly instructed to choose priority service, and if so, will be compensated for the difference in price over economy options. A screenshot of estimates is necessary to receive priority compensation such that the research team can account for the difference in price.

The reasonably foreseeable risks or discomforts to the subject as a result of participation:

We are asking you to upload your ride history and screenshots of time estimates prior to ordering a ride/delivery. These files contain the locations of ride/delivery pickup, dropoff, and request, which may be private to you. We will not associate these files with your name, instead assigning you a unique participant ID. Still, there is a risk that your identity could be re-identified from the detailed location data you upload. To prevent this, we will make no attempt to re-identify any participant, and files are securely stored with access limited to the research team.

These files may also contain personal information like names, birthdays, or phone numbers. We will automatically delete this information from these files, as the only information associated with your rideshare profile is your rider rating.

The benefits to the subject or to others, e.g., society that may reasonably be expected from the research: You will occasionally receive the benefit of reimbursement of priority rideshare delivery. You will also become well-versed in downloading their ride history and may learn more about managing your privacy and data settings in the process. You may also better understand the accuracy of rideshare/delivery platform wait time estimates when collecting estimated versus actual wait times for drivers.

Additional information about the study:

Confidentiality:

All records from this study will be kept confidential. Your responses will be kept private, and we will not include any information that will make it possible to identify you in any report we might publish.

Research records will be stored securely in a locked cabinet and/or on password-protected computers. The research team will be the only party that will have access to your data.

Compensation:

You will be paid \$10 in total for uploading your ride/delivery history and at least 5 valid screenshots.

Additionally, you can earn a bonus of up to \$10 based upon how many screenshots you remember to take. For each additional valid screenshot you upload after the first 5 screenshots, you will receive \$1, up to 10 additional screenshots. For example, if you upload 8 valid screenshots and your ride history, you will receive \$10 for uploading your ride history and 5 valid screenshots, plus \$3 for the 3 additional screenshots.

You will also be reimbursed for the difference between base & priority rides if you are instructed to choose priority rides.

Who to contact with questions: Reach out to rideshare-study@princeton.edu with any questions.

If you have questions regarding your rights as a research subject, or if problems arise which you do not feel you can discuss with the Investigator, please contact the Institutional Review Board at:

Phone: (609) 258-8543

Email: irb@princeton.edu

Summary:

I understand the information that was presented and that:

My participation is voluntary.

Refusal to participate will involve no penalty or loss of benefits to which I am otherwise entitled.

I may discontinue participation at any time without penalty or loss of benefits.

I do not waive any legal rights or release Princeton University or its agents from liability for negligence.

Do you consent to participating in this research?