Social Media Posts

https://www.reddit.com/r/doordash_drivers/

DoorDash Drivers forum:

WAITING TIME

- 1. If we get an 'Extremely Late' violation for being 10 minutes late, why don't we get paid to wait?
- 2. <u>So annoying when you get to the restaurant and they tell you "we haven't gotten to your order yet, have a sit please." Yeah for sure, imma have a sit in my car while I unassign</u>
- 3. Would you wait 10 mins for an order? Or anything after 5 mins is an unassign
- 4. <u>Is it just me or have wait times been exceptionally bad today?</u>
- 5. <u>Waited 40 minutes for a Walmart order just to be told it was already delivered by someone else.</u> <u>Support useless as usual.</u>
- 6. <u>Just had a order from Taco Cabana. Customer ordered \$631 worth of food. Starting pay was \$8</u> (not unusual for hidden tip amounts) I wait an hour for the food and drop it off. The first thing he says is "you're late" I complete the order and guess what. No tip. \$8. I hate people.
- 7. What do you do when the pickup isn't ready? Help me. Many of my stops are really reliable.

 The other day I got to a Fridays and waited 21 minutes, being strung along with "almost",

 "soon", "finishing up", etc. Other than burn the place to the ground, what is the way you deal with this?
- 8. WHAT KIND OF SHIT IS THIS
- 9. Anyone else hate picking up from Indian restaurants? I feel like it's a universal thing that they purposely decide to start cooking the food when I arrive for pickup and it's always a 30+ minutes wait, I once waited 1 hour and a half for food. DD no longer gives you \$ if you call & cancel
- 10. What is up with Chipotle wait times and why has DD not done anything to improve it?
- 11. So does support see ur total pay or not I tried. Store had a 25min wait for a pizza order offer was \$14 for 7 miles
- 12. Restaurant updated their pickup time after I arrived and wanted me to wait for an hour. I did not get paid for my driving and my cr took a hit. Support make it sound so general. How do we make them change this policy?
- 13. This is my first time encountering an order of this type. I have to place it and then wait for it, 10 items including pizza ,salads etc. Definitely not worth it for \$6 earnings, 2 miles. I unassigned!!
- 14. <u>Does DoorDash compensate for long wait times for getting issues resolved?</u> How long do you guys usually wait to unassign an order that isn't ready yet?
- 15. Waited for a dash for an hour and a half and right when I was going to end it...
- 16. This is some bs writing this during the 20 minute wait more in comments
- 17. <u>Feels like our work is being a waiter in the literal sense... we wait... wait... and then wait some</u> more.
- 18. Punished for not waiting
- 19. (New Driver) I waited 25 minutes at McDonalds for a small order that was late and lost time completion
- 20. New employees at all merchants. Absurd wait times.

- 21. Do we get paid for the time we spend waiting on a order to be prepared?
- 22. Arrived to a customer's address (gated apartments) but drive-in and walk-in gates both required a code to enter. I arrived on time, but the customer didn't provide either code. Texted the customer, but he didn't respond for 10 minutes. I contacted support for compensation. Nothing.
- 23. A lot of people say they have unassigned lot of orders for long wait times and stuff but is it doing anything?
- 24. Wait times
- 25. Restaurant vs Wait For Them To Make It Time
- 26. Restaurants lying about wait time.
- 27. <u>Tell us the real wait time</u>
- 28. Drivers should be allowed to report restaurants that are not truthful about wait times.
- 29. There's indoor dining here, but dashers use a separate door and aren't provided access to restrooms. I always wait outside for over 15 minutes because they prioritize food prep for the people eating inside. I'm declining further orders for sure. (Downtown San Diego)
- 30. I hate Popeyes, drivers always have to wait rant
- 31. Restaurants have food ready! Sick of getting there 10 mins after accepting the order and its not ready! Then oh 5 mins turn into 20 mins! Now I'm stuck waiting cuz I've already wasted 30 mins!
- 32. These wait times are becoming fucking RIDICULOUS
- 33. <u>I get to the pizza place and wait 5 minutes. I'm then asked to contact the customer because they forgot to make one of the pizzas so it would be another 10 minutes. I let them know I'll let someone else pick it up and leave. It was a really far drive so I doubt anyone else will do it.</u>
- 34. Twice tonight I was waiting for an order an extended time. But DD system told customers I couldn't find their address?
- 35. Got an order for a resteraunt ans was told it was picked up by another dasher. Waited over 30 minuets for the order and didnt receive compensation
- 36. This McDonald's closes their dining room at 10pm???? Then takes 10 mins to even acknowledge the existence of dashers waiting.. what in the world
- 37. The most limiting factor to making money is wait times.
- 38. <u>DoorDash was giving premium pay late last night so I decided to try it out. It consisted of a Wendy's order and 3 McDonald's orders that I wound up having to wait almost an hour in the drive through for each. I'm not sure if this is normal for McDonald's this late at night or what.</u>
- 39. <u>I know people give restaurants like Popeyes and Wingstop shit for wait times but for me the real villains are subway and Wendy's</u>
- 40. SLOWWW restaurants! How long will you wait?
- 41. DD removed the options for long wait times, what to do if order is not sh*t?
- 42. Waited an Hour and a Half for One 3.50\$ Order... What is the Problem?
- 43. Quick question about waiting on food!
- 44. Here I am again waiting for an order I need to make 40 before 1:00 to meet my goal will I make it?
- 45. Shit pay for shit wait times!!
- 46. What's the longest amount of time you've waited at a store for an order?
- 47. Guess the tip out of a \$4 million house after 30 minutes wait time at the restaurant
- 48. <u>I'm done waiting for food to be ready. I'll wait when I get paid to wait.</u>
- 49. Twice I couldn't hand the order to the customer due to them not answering their phone calls or messages. Can the customer say they haven't received their order and I get in trouble for it? I had to use the can't hand to customer feature, wait 5 mins and place it in a safe location
- 50. There's really no reason whatsoever for dashers to be waiting at restaurants.