



### **Survey Finds Business Travelers are Slow to Adopt Sharing Economy Services**

*Only 12 percent of business travelers have used Uber or Lyft while traveling for work, while just four percent have booked lodging through Airbnb, according to a new survey from On Call International.*

**SALEM, NH – September 16, 2015** – America’s business travelers have been slow to adopt and use popular sharing economy services such as Uber and Airbnb, according to a new national survey by [On Call International](#), a leading travel risk management company. Just 12 percent of business travelers have used a ride sharing service like Uber and Lyft in place of a traditional taxi while on a work-related trip. In addition, only four percent have stayed in lodging booked through Airbnb on a business trip and instead opt for hotel accommodations. Results indicate that safety concerns may contribute to this lack of adoption, although many business travelers now believe that these services are just as safe as their traditional competitors.

Sharing economy services, which implement a collaborative consumption model where peers share their resources and time, have rapidly risen in popularity in recent years. They are touted for their added convenience, comfort and lower costs. [Uber](#) now provides its ride sharing services in more than 150 North American cities, meeting growing consumer demand even outside major metropolitan hubs while continuing to take market share from traditional taxi services. Likewise, [Airbnb](#) allows travelers to book overnight accommodations in personal residences in over 34 thousand cities and 190 countries worldwide.

According to the survey, only seven percent of business travelers report feeling safer riding in a car provided by Uber rather than in a taxi. A mere two percent feel that lodging booked through Airbnb is safer than traditional hotel accommodations. Despite these current safety concerns possibly slowing down adoption, many business travelers now feel that the sharing economy is just as safe as its traditional counterparts. The majority (55 percent) of respondents feel that licensed taxis and services like Uber are equally as safe, while 44 percent believe that staying overnight in a hotel presents the same level of risk as lodging provided by Airbnb, stating that both options are safe.

Meanwhile, employers seem indifferent about employee utilization of sharing economy services and the inevitable increase in popularity throughout business travel. According to the survey, 91 percent of business travelers say that their employer has never provided protocols or safety guidelines for using these services while on a business trip. In fact, only five percent report having been provided with clear guidelines. In addition, 73 percent say that their employers haven’t brought up the possibility of using sharing economy services while traveling for business.

The amount of business travelers using sharing economy services will surely rise as comfort levels continue to increase, making it vital for employers to reconsider their travel safety measures. While Uber and Lyft drivers and Airbnb hosts go through background checks or verified identification

protocols, incidents can inevitably fall through the cracks – and it’s an employer’s duty of care to ensure employee safety during business travel. Though rare, unsettling issues like harassment and assault do exist and have been widely reported on. There are also more common issues like disappearing reservations and part-time drivers who are more likely to get lost.

“Employers should absolutely have a policy in place for employees who choose to use sharing economy services like Uber and Airbnb. Related safety precautions need to be communicated to employees before they begin traveling, and should be reviewed as new services enter the market and current ones are updated,” said Jim Hutton, Chief Security Officer, On Call International. “New technology and industry disruptions inevitably lead to new risks and added questions for both the organization and its employees. With a proactive plan and established best practices in place, all parties involved can safely and easily take advantage of the sharing economy.”

Employers are also encouraged to implement a comprehensive travel risk management program in order to mitigate these related risks, both large and small, for traveling employees.

### **Survey Methodology**

The findings are based on a Google Consumer Survey of more than 1,000 business travelers. Google Consumer Surveys automatically field a validated, representative sample of respondents and allocate users according to the demographic spread of U.S. Census data of Internet users.

### **About On Call International**

When traveling, every problem is unique—a medical crisis, a political threat, even a common accident such as a missed flight. But every solution starts with customized corporate care that ensures employees are safe and protected. That’s why for nearly 20 years, On Call International has provided fully-customized travel risk management services protecting millions of travelers, their families, and the companies they work for. For more information visit: [www.oncallinternational.com](http://www.oncallinternational.com); follow us on [Twitter](#) and [LinkedIn](#); like us on [Facebook](#) and visit the [On Call blog](#).

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For more information, contact:

Dave Heffernan

SHIFT Communications

[oncallinternational@shiftcomm.com](mailto:oncallinternational@shiftcomm.com)