

Interviewer: Today's August 26th, and I'm talking to Interviewee. Interviewee, can you tell me a little bit about your job?

Interviewee: My job ... Oh, good morning. My name is Interviewee. I'm a delivery driver for Amazon in [district] in [state]. It's a part time position. My job is to assist other drivers with dropping off packages to people's homes. Sometimes they want us to record the videos of us recording ... If a customer's asking if the package has been dropped off, and where it's been at, we follow up or follow through with the manager and they'd be able to pick up their packages. That's how we go about doing that.

Interviewer: To doing it. How did you find this job?

Interviewee: I found the job actually on Glassdoor.

Interviewer: Mm-hmm (affirmative).

Interviewee: I applied for it through their website, and I left my resume, and they contacted me.

Interviewer: And how many years have you been there?

Interviewee: I've been there for five years since 2015.

Interviewer: Oh, you can actually sit up straight.

Interviewee: Oh.

Interviewer: I put it so that you'll be ...

Interviewee: Okay.

Interviewer: You can be comfortable. Yeah.

Interviewee: Okay.

Interviewer: I was moving it for volume. You're totally fine. Anyway, so, do you have a direct manager, or does it end up changing?

Interviewee: There's a bunch of supervisors. Actually, there's actually five. Five people that we assist them. And every day's a different thing. One day we might have to deliver to [county], one day we delivered over there in [county], different parts of [state], [county] sometimes, too.

Interviewer: So, is there a high turn over with your supervisors, or is it pretty consistent who-

Interviewee: There's always different managers. Every two months, or ... It depends on the person. There's always somebody new there. Nobody really sticks with the job unless you have

to stick with it. If that's all you have, to find something else. Which I am looking for, me, another job myself. So ...

Interviewer: Yeah. And you've been there for five years you said.

Interviewee: For five. Yeah.

Interviewer: So, are you someone who's been there for longer than other people that you work with?

Interviewee: It's some people that's been there for ten ... It's new people that came in a year ago.

Interviewer: Yeah.

Interviewee: I don't know ... I don't know.

Interviewer: Yeah. That's okay.

Interviewee: I just kind of go to work because it's kind of a ... It's not a rowdy environment, it's just ... It's a press place. It's cold. You're always on your feet. You have to do stuff. So, it's like you don't have time to really know what's going on with who's been ... I don't go to work for that.

Interviewer: Yeah.

Interviewee: I just ...

Interviewer: What are your hours like every week?

Interviewee: My hours sucks.

Interviewer: Yeah.

Interviewee: Sometimes I get 15, sometimes I get ten, sometimes I get 20.

Interviewer: For the whole week?

Interviewee: Yeah, yeah.

Interviewer: That's hours per week? Wow.

Interviewee: Yeah. Depending on if somebody calls out, or if ... Because I'm basically on call because I'm part time. So, the people that's full time is the supervisors. Then the people that's been there longer. I only been there for five.

Interviewer: Yeah.

- Interviewee: Which there's really no growth with moving up. Because it's [inaudible 00:02:48] a money thing, so ...
- Interviewer: Yeah. And so, when you first started, how did they prepare you for the job, or what kind of training did you get?
- Interviewee: We had got a probation period for three months that they watch and supervise how you move, how fast you work. And I was a little bit younger, so I was pretty much really fast. And all quick, and always on time. And they give you a list of different places of where you got to go to drop off packages. And when you leave the packages, you let the manager know that you left the packages on the person's house.
- Interviewer: And did your job change in the time that you've been there? Has it been pretty consistently what you just described to me?
- Interviewee: It changes a lot. It's not a home, it's more of a stepping stone, depending on how you deal with the job, because you're constantly on your feet. It's a cold factory.
- Interviewer: Yeah.
- Interviewee: Yeah.
- Interviewer: And so, has it been ... But in the five years you've been there, are the tasks pretty similar? Have your tasks changed in terms of what they have you do?
- Interviewee: The people change.
- Interviewer: People change?
- Interviewee: It's like me, and another other people that's been there. But we looking to leave. I'm actually thinking about this week, of quitting.
- Interviewer: Yeah.
- Interviewee: Because it's no ... The hours suck, there's no money. And then I'm battling staying with friends and different things of that. So, it's not really a good fit for me, and I'm tired of it.
- Interviewer: Yeah. Sure. Were there kind of skills you had to develop to do the job?
- Interviewee: Strength, physical, mental. Mind. More so, knowing your strength because you have to stay on your feet for ten to 15 hours, depending on the day.
- Interviewer: Yeah.
- Interviewee: It's more so your strength, your body strength. Because you're packaging boxes.

- Interviewer: Yeah. Have they ... So, you mentioned that you had to take some videos of things, has there been any new software that you ended up having to use on your job?
- Interviewee: The supervisor was saying that they're incorporating that when we deliver certain packages, that we are to video. Because certain clients, whoever, customers, complain, "Well, I never got my package, blah, blah, blah." So, certain people's video ... Unfortunately, my phone is not working for me to ... Me doing delivery. But I have been assistant to truck drivers with dropping off packages because I have Android phone. I don't make enough money to get an iPhone and all that other stuff.
- Interviewer: Oh, yeah.
- Interviewee: So ...
- Interviewer: So, then when you do that, are they driving, and you-
- Interviewee: Yes.
- Interviewer: ... take whatever's in the truck and run it to the door, and-
- Interviewee: Yes.
- Interviewer: ... then come back?
- Interviewee: Yes.
- Interviewer: Okay. So, you mentioned you were part time. Are there other companies that you work for at the same time?
- Interviewee: No, I only work for this place, because I'm collecting disability right now, too. So, it's a part time in between. I can't make over a thousand dollars, I can only make at least 700. But I don't even make 700, I make 400 something dollars, and still get the extra half of 300 from SSI, and stuff. So ...
- Interviewer: Yeah.
- Interviewee: It's real part time. That's one reason I've been in for five years because I have another source of income to take care of other things, with managing my life a bit.
- Interviewer: Yeah. And to get to work, how do you end up getting to whatever site you're supposed to go to that day?
- Interviewee: I take from [city], depending on where I'm staying with my friends, I take the [transit] to [street] and get on ... Walk from [street] to [street], and get on the [transit], and take the train all the way to [town]. And then from there, I take a cab. The cab is 35 dollars.
- Interviewer: Oh, so it's expensive for you to get to work every day.

Interviewee: Yes. Yes. Thank god I didn't work every day, though. But if I did, it'd be kind of hell.

Interviewer: It would add up.

Interviewee: Yes.

Interviewer: How does this particular job compare to other jobs that you've had?

Interviewee: It's just racist. And I don't know, I guess because of having just a high school diploma, people are tend to judge that you're not really ... Yeah, you can work, you don't have a criminal record, thank god. But it's like you just get treated bad.

Interviewer: Yeah.

Interviewee: I don't know if it's a race thing, I don't know if it's ... I don't know what it is thing. It's just a very uncomfortable thing. Because I'm even thinking about ... Because of the smaller jobs, and stuff, I'm tired with the treatment. So, I'm thinking about just becoming a cop or something, working for the government, I don't know. Because working minimum wage jobs is just not ... 15 dollars is not enough.

Interviewer: Yeah.

Interviewee: It's just not.

Interviewer: Yeah, I [inaudible 00:07:26]. So, when you're working with a driver, is that driver an Amazon Flex driver, or are they a UPS driver? Or who do you-

Interviewee: They're Flex.

Interviewer: They're Flex.

Interviewee: It's a mix. Sometimes it's Flex, sometimes they're UPS. It depends on, I guess, the monthly contracts that they go through with who they want to deliver. They was even talking about getting into contract with DH ... What do you call it?

Interviewer: DHL?

Interviewee: Yeah. They was talking about them working with them, as well, too. So, it changes a lot.

Interviewer: Yeah.

Interviewee: Through the course of me being there.

Interviewer: So, do you find out when you get there who you're assigned to for that day?

Interviewee: Yes. They have lockers. They would have something inside our locker saying, "Hey, today you're doing this. You're going to be going here, you need to get this done. Boom, boom, boom." And that's how that goes.

Interviewer: Oh. So, it's pretty ... They'll tell you, "Here are your deliveries for the day."

Interviewee: Right.

Interviewer: And you get that as soon as you get there.

Interviewee: Right.

Interviewer: And so, then when you do them, are you recording, "I completed this, I completed this." Or is that what the driver does?

Interviewee: No. No. The driver ... No, I do the recording, but the driver normally does everything else. Because I'm just there to assist and just make sure the packages get there.

Interviewer: Yeah.

Interviewee: Because I'm on [inaudible 00:08:28]-

Interviewer: [crosstalk 00:08:28] extra security.

Interviewee: Yeah, yeah.

Interviewer: Yeah.

Interviewee: Yeah, yeah.

Interviewer: And you also mentioned that you're in the warehouse, is that ... You mentioned packing. Are you packing up whatever orders are-

Interviewee: Yes.

Interviewer: ... coming in?

Interviewee: Into boxes-

Interviewer: So, you do both parts.

Interviewee: Yeah.

Interviewer: Yeah.

Interviewee: Packaging, bubbling, maintaining what comes in to get it on a truck to deliver it out to the people.

Interviewer: Oh. So, in the structure of a day, do you end up doing both of these things? Or it changes?

Interviewee: It changes.

Interviewer: Okay.

Interviewee: One day, I might do both things on the same day. And one day, I'll do delivery. And then one day, I'll do delivery and the warehouse. Depending on what the manager wants me to do.

Interviewer: And then you said you get paid 15 an hour?

Interviewee: Yes.

Interviewer: More or less. And so, then your hours ... And your hours change a lot per week, right?

Interviewee: Yes, because it's part time.

Interviewer: How-

Interviewee: I'm kind of on a on call position.

Interviewer: Okay. So, when ... How kind of early or late do you end up finding out how many hours you have for the week? Is it Sunday night, or ...

Interviewee: They give us the schedules on Sundays.

Interviewer: Okay. Sunday. So, you'll know for the week.

Interviewee: Yesterday, my friend had called me and said, "Hey, you supposed to come in tomorrow." On Tuesday, I come in tomorrow at 10:00. So, I got to leave here at 7:30 just so I can get there on time.

Interviewer: Wow. Yeah.

Interviewee: That sucks.

Interviewer: Yeah. Especially to live really far from where you're working.

Interviewee: That's why I'm like ... Because sometimes I stay in [city], sometimes I stay in [different nearby city], depending on the course of my day, where ... Because I'm homeless. But I'm working and everything.

Interviewer: Yeah.

Interviewee: It's rough.

- Interviewer: Yeah, especially in [state]. It's so expensive to do anything.
- Interviewee: Yes. Yep.
- Interviewer: And so, so there are the Amazon Flex drivers. And then the Amazon Prime Now, kind of, biking delivery guys. Do you interact with both teams?
- Interviewee: Yes.
- Interviewer: Are they separate? Or do they work together to ...
- Interviewee: They're more ... They don't work in the warehouse, they're more so outside. And then the assistant, or whatever, they'll come and bring to their truck like, "Hey, this person's coming to ride with you today to deliver this package." And that's how they kind of get that done.
- Interviewer: Okay. And so, do you notice a difference between who's a Flex driver, and who's an Amazon Prime Now delivery guy?
- Interviewee: No, no.
- Interviewer: No. It's pretty similar populations, I guess.
- Interviewee: Yes.
- Interviewer: Yeah. Is there more turnover with one of those groups than the other?
- Interviewee: More so with them. And with my position, too, because there's part time and on call.
- Interviewer: Yeah.
- Interviewee: They might be having somebody who's going away who might've got pregnant, or somebody that's got hurt, or whatever, and they hire different people, that's definitely part time. That's how I ended up getting a job. Because I was actually talking to somebody at Quick Check at the train station, and he was like, "Hey, why don't you drive for Amazon?" I was like, "Okay, cool." I [inaudible 00:10:59] for it. And ever since I did, I stuck with it. Because I get both income. I get their little part time, and then a little part time from my SSI, whatever from my father's death. That's how I've been making it.
- Interviewer: Yeah. Yeah. But it sounds really hard.
- Interviewee: It's frustrating.
- Interviewer: And I guess [crosstalk 00:11:13] full time, right? No?



- Interviewee: I'm looking to go to school. I'm thinking about going to [local] College. I really ... Working is like ... Though you don't got your own place, you kind of just want to do something else.
- Interviewer: Yeah. Would you ever try to be ... Would you ever want to do the really really flexible Amazon Flex or Amazon Prime Now kind of delivery stuff?
- Interviewee: No.
- Interviewer: No? Why?
- Interviewee: Tiresome.
- Interviewer: Yeah.
- Interviewee: So, I wouldn't.
- Interviewer: How is their job different than yours? What do they end up doing that's ...
- Interviewee: Driving.
- Interviewer: Yeah.
- Interviewee: I don't have a driver's license. But they get to ... They just have a ... I don't know. I don't go to ... For me, it's ... Because we live in a very crucial time. I just mind my business, I don't get into ... I just say, "Hey, okay, okay, cool." I'm not really a conversing person because it's a job and because I don't have much of my own. Some guys is a little rowdy because it's a tough job. Not that the job is tough, the world is things that are going on in people's lives that makes it more ... Then you're dealing with ... You was talking about [inaudible 00:12:32] people. You're dealing with people who want their things. So, for me, I'm just getting the point I just don't ... I don't know. After dealing with customer service, I'd rather pursue law enforcement versus this other stuff here. Because with law ... It's just a different thing.
- Interviewer: Yeah.
- Interviewee: Because I'm a very militant person, I'm very zero tolerant. So, that's just me.
- Interviewer: Yeah, yeah. Do you ... With the talking to other people, are people afraid to get to know each other? Is there a culture where Amazon doesn't want you to talk to each other? Is there any ...
- Interviewee: I don't talk to nobody. Because you can get fired.
- Interviewer: Yeah.

- Interviewee: People's pressed for a little time, extra hours, "Oh, let me tell on this person." Then you have people that stole stuff. I don't get caught up in that because I need my little bit of money so I can maintain a little hundred dollar room, and that's all I can really do.
- Interviewer: Yeah. So, you try to keep-
- Interviewee: Out of the-
- Interviewer: ... distance to [inaudible 00:13:30].
- Interviewee: Yeah, I have to.
- Interviewer: Not be in the stuff.
- Interviewee: No.
- Interviewer: Do you ever see any drama play out between other workers?
- Interviewee: Yes. I have seen it. I don't get involved in it. I see it, it's like, "Oh, this person? You heard about this? Oh, that's none of my business." So, I really don't know. "Good morning. I'll see you later. Have a nice day." Period. That's it.
- Interviewer: Yeah. Yeah. So, I [inaudible 00:13:52]. Because we started with all this [inaudible 00:13:53] stuff to make sure that you'd be safe. Were you worried ... When we decided to do an interview, were you nervous about talking to me about ...
- Interviewee: No, because if something could be done for it to be a better job, like pay more money, like 15 dollars is not enough money. Try 25 dollar. 15 dollars is not enough money.
- Interviewer: Yeah. But I bet ... So, it's interesting ... When I was trying to schedule other interviews what I was saying is a couple people questioned me. And were like, "I'm afraid to talk to you." So-
- Interviewee: [crosstalk 00:14:22]. Don't people don't play with me, I don't play with them.
- Interviewer: Yeah.
- Interviewee: My thing is sometimes I overtalk too much. But they're not going to ... I see their disrespect, but I don't let it really ... Just don't put your hands on me. You can say whatever you want to say about me. Because I'm gay. So I really don't care what you say about me, as long as you don't touch me.
- Interviewer: Yeah.
- Interviewee: So, I've learned to just kind of stay in my place and stay out of all of the drama. Because it's so easy to get caught up in so many things.

Interviewer: Yeah.

Interviewee: Because at the end of the day, Amazon is a low minimum wage job. You're dealing with people who's living in low income, who went to jail. You're around different type of people. You're not just around people with no criminal background. Amazon, you going to have people who do have a record. And felonies, and things. So, you have to watch your back.

Interviewer: Yeah.

Interviewee: That's just me ... I just ... That's me.

Interviewer: Yeah.

Interviewee: I have more to lose than somebody who don't because I need the little money so I could pay for my room. Versus somebody who's full time, who got somewhere to live. They can just, "Oh, I can quit and be unemployed." I can't do that.

Interviewer: Yeah. Yeah. So, do you notice ... Does it feel like Amazon's keeping a lot of tabs on ... Do you ... Like tabs, and for recording what you're doing ... Does it feel very monitored?

Interviewee: Yes.

Interviewer: Yeah.

Interviewee: Because people have stolen things. So, the manager's constantly walking around every five minutes, every three minutes. Or somebody else coming and checking around, writing down what's going on, and standing there, seeing what you doing. I just deal with it, though.

Interviewer: Yeah.

Interviewee: I don't care. If I don't got to go home to them. They're not doing shit for me, so ... I don't know. That's that.

Interviewer: Does it feel that way when you're in a car with the Amazon driver, or the UPS guys?

Interviewee: No, it's mutual.

Interviewer: Yeah, it's mutual, like, "We're just doing this."

Interviewee: We're just doing our job, we're not here to be friends. Period.

Interviewer: Yeah.

Interviewee: You got your life. I got my own life. Let's get these packages done so we don't have to get nothing ... That's just what I do.

Interviewer: Yeah. So, is it more relaxing to be in the car than in the warehouse?

Interviewee: It's more relaxing when you leave the job.

Interviewer: Oh. Yeah. They're both [crosstalk 00:16:24].

Interviewee: When you're leaving and you're like, "Okay, I'm so glad this is over with." Because you know when you go to work, you have to put on that another act, another show.

Interviewer: Yeah.

Interviewee: And then you got to remember, "Okay, well." Stuff like that.

Interviewer: Yeah.

Interviewee: Because it's easy to get caught up in so many things, and get ...

Interviewer: Yeah. And when you started, did you sign a contract?

Interviewee: Yes.

Interviewer: What did your contract say, if your time was changing, and stuff?

Interviewee: It said that you're here to ... I really don't remember. I signed paper.

Interviewer: Yeah.

Interviewee: I know you can't smoke cigarettes. If you have the uniform on outside, you can't smoke. You can't drink. That's the only thing I remember on the contract. I don't remember ... If you call out. If you looking to call, you got to call them first. I don't know. I don't really ... I remember them two things because I was smoking a cigarette, somebody was like, "Oh, you know you ain't supposed to be doing that." I was like, "Oh, I ... " They're like, "You know, the contract." That's the only thing I remember about in that contract.

Interviewer: Yeah.

Interviewee: That there's no smoking with the uniform on, and drinking alcohol, and stuff.

Interviewer: Yeah. And so, the last question I wanted to see if you could walk me through, even though I know your phone's not working right now, when you're filming, do you start from the minute that you get out of the car, and you-

Interviewee: No.

Interviewer: What do you-

Interviewee: [crosstalk 00:17:38]. We take a picture of the package, we drop it off, we take a-

Interviewer: In your hands? Where you're like, "Here it is."

Interviewee: ... It's in our hand. And then we take a picture of the address with a number, where the package is being dropped off at.

Interviewer: And then a picture of where it is on the porch, or something.

Interviewee: Yes, yes.

Interviewer: And then, with those three images, where do you end up putting them?

Interviewee: Normally, the guy [crosstalk 00:17:53], he sends the picture to the manager. And the manager writes it down and sends it to ... To that gets the system. Like, "Hey, this customer, your package is here. This is the time that it was." Because if you take the picture, it takes the picture of what time you took the picture, where you delivered the package to the person's home. Or the apartment.

Interviewer: Yes. And so, do they end up ... I don't know if you know this part. But if a customer's like, "Oh, I never got my package." Do they end up sending the photos to them? Or do you know how that part works?

Interviewee: Yeah, they'll tell them to normally come down to the warehouse.

Interviewer: Yeah.

Interviewee: And normally the manager will call them and say, "Your package was dropped off. But you need to come here to make sure that we did get the package." That's why you make sure you take the pictures. Because people can go on anybody's house and take a package, you should be home. You should pick your own stuff up. To me, that whole Amazon delivery thing is really a waste of time.

Interviewer: Yeah.

Interviewee: Because if you're not home, that's your own.

Interviewer: Yeah.

Interviewee: But that gives, I guess, because the job is so crucial, that other people who does deliveries is actually stolen packages.

Interviewer: Yeah.

Interviewee: So, yeah.

Interviewer: Yeah, interesting. Are there ... I guess there's one more thing I wanted to ask you. Are there parts of the job ... I know that you said that you're leaving. But if you were going

to stay, are there parts of the job that you see having more robots involved that make you nervous? Where the job would go away?

Interviewee: That's going to happen anyway. Because as time goes on, things just progress.

Interviewer: Yeah.

Interviewee: And then people are so ... You can't satisfy people.

Interviewer: Yeah.

Interviewee: And that's what's going on in the world.

Interviewer: Yeah.

Interviewee: People who's in charge of hiring things, and then places, or whatever, it's just choosing to use robots because people, again, are not satisfied. They're not grateful, they're not patient. So, we're not having all of that, you're going to have somebody else that do the job you don't want to work, I'll have a machine do it.

Interviewer: Yeah.

Interviewee: So ...

Interviewer: Does that make you nervous when you think about working?

Interviewee: No.

Interviewer: No?

Interviewee: Because I'll be quitting soon.

Interviewer: Yeah.

Interviewee: To find me different job in a different field, a different environment.

Interviewer: Yeah.

Interviewee: So, not so much for me.

Interviewer: Not so much. Cool. Thank you so much.

Interviewee: Thank you guys.