

Interviewer: All right. So can you tell me about your job or jobs? What kind of delivery work do you do?

Interviewee: What jobs did I work previously?

Interviewer: Or what are you doing now? what kind of delivery work do you do?

Interviewee: No, I am unemployed, I am currently driving for Lyft.

Interviewer: Yeah, that's what you do, you do Lyft stuff? Okay. How did you find your Lyft job?

Interviewee: [inaudible 00:01:51] to the website of [inaudible 00:01:56]

Interviewer: Did you know other folks who drove for Lyft before?

Interviewee: No.

Interviewer: No. You just decided to do it?

Interviewee: Yeah.

Interviewer: Okay. How long have you worked for Lyft?

Interviewee: It's been about [inaudible 00:02:15] been able to work in a long time [inaudible 00:02:31].

Interviewer: Okay. And when you started was there any kind of introduction to the job or some kind of training that you got?

Interviewee: Nope.

Interviewer: What was the application process like for the job?

Interviewee: Your personal information, a picture of you. [inaudible 00:03:00] your insurance and clean background and [inaudible 00:03:06]

Interviewer: And so then when they approved all of that, did they send you a link to the app that you download?

Interviewee: Say that again.

Interviewer: When, when they approve you, after you've gone through all that and they approve you, did you download an app of some kind?

Interviewee: Yeah.

Interviewer: And when you use the app, what kind of information do you have to put into it or log I guess.

Interviewee: [inaudible 00:03:35] Then you create a profile [inaudible 00:03:47]. There are two forms in which to get paid. You can wait for Lyft to send you a card or you can use your own bank card [inaudible 00:04:02] and you're good to go.

Interviewer: Yeah.

Interviewee: I'm sorry to interrupt you but I think why I just [inaudible 00:04:15] or like what you need to do better, things to look out for and you know "safety first."

Interviewer: Or those kinds of things like text in an email or are they videos?

Interviewee: Email. Text and email.

Interviewer: Okay. And when you have an issue at work, do you have a manager that you get to talk to?

Interviewee: No.

Interviewer: No. Who do you talk to if something goes wrong?

Interviewee: I just try to make a real honest decision, at that moment and just deal with it as I go. I just find the right thing to do and I just handle the situation.

Interviewer: Did you have to sign a contract when you started working?

Interviewee: Yeah.

Interviewer: Do you remember anything that it said?

Interviewee: Just things like basically to say that you [inaudible 00:05:44] and reviewing the guideline and rules and regulations and the code of conduct.

Interviewer: So how do you, how do you try to structure your work week? How many hours do you try to work a day?

Interviewee: It depends on the, cause we have a, when you're offline you can still go to the Lyft app and you can look at the peak hours. So I find the end of the peak hours, so I'll drive from five to eight, five to nine and then other peak hours are like lunch and dinner time [inaudible 00:06:37]. I don't drive if like today it's too rainy, I won't drive. You understand, like things like that in my nature.

Interviewer: Yeah, of course. Do you end up working on the weekends or do you take time off during the week?

Interviewee: No, I do it when it's convenient for me.

Interviewer: So you'll decide that day what you're going to do?

Interviewee: Yeah.

Interviewer: Do you have like a financial goal that you try to hit for the day?

Interviewee: Well, for the week.

Interviewer: How much do you try to earn a week?

Interviewee: \$430.

Interviewer: Okay. And what kind of, besides your car, what kind of devices or tools do you have to use to do the job?

Interviewee: My telephone.

Interviewer: Just your telephone. Has anything changed since you first started working for Lyft?

Interviewee: Can you repeat that?

Interviewer: Has anything changed since you first started working for Lyft?

Interviewee: Yeah, many things have changed.

Interviewer: Like what?

Interviewee: The pay, the pay has decreased. When I first started it was in very high demand now it's very slow. Another thing that [inaudible 00:08:19] I was speaking with someone about that. [inaudible 00:08:17] legal things and stuff. Sometimes we have to pick up a customer and that's a straight ride and right before the customer gets dropped off they will just add someone new on that line. So I don't get paid but they do.

Interviewer: And that's, that's something that's been new since you started?

Interviewee: Yeah. I have a lot of those lately. I just moved from [city 1] to [city 2], I don't know if this could be the difference, but it seems like it's in higher demand in [city 1]. And the pay in [city 2] and the business I used to go to in [city 1] and [city 2] is way different, it's way shorter of earnings.

Interviewer: Have you had to test any new software for the company?

Interviewee: No.

Interviewer: And how does this job compare to other jobs that you've had before?

Interviewee: Well, the reason I do it is because I'm a people person. I, I've blend in very easily with people as far as conversation and as a matter of fact I have a five star on my driving with Lyft. A lot of people say that oh [inaudible 00:09:49] I think that I bring good vibes. So I'm sorry to use that word, but I probably get along with everybody. It makes me continue to drive because I just got the fashion to treat people nice. And I've never had an incident of I need to call the police, you know. I know when it's time to go left and when it's time to go right with people. So I use my charm and everything to just make everything just comfortable.

Interviewer: What other kinds of jobs have you had before?

Interviewee: I've worked at the front desk for [inaudible 00:10:33] company. I worked the front desk for about three years. I've also worked for a couple of call centers. One of them was [location] in [city 1]. Another one was [inaudible 00:10:48] corporation. I worked grocery stores, I became everything trying to find my dream job.

Interviewer: Do you know what your dream job would be?

Interviewee: I think it will be customer service. I enjoy helping people. I'm older now, so I know how I want to be treated so I want to treat people how I want to be treated.

Interviewer: So right now with your job, do you consider yourself an employee of Lyft or are you self-employed?

Interviewee: [inaudible 00:11:32]. Yes I currently work for Lyft, but it's also stuff from for us because you set your own pace.

Interviewer: Do you like that part that you get to decide your hours?

Interviewee: Yeah, because I have minor children, I have two daughters. [inaudible 00:11:53] I feel like I'm meant to have a job like that. I want to [inaudible 00:12:02] the energy at school. Like one of them wants to do cheerleading. If I have regular job I can't do that. [inaudible 00:12:03]

Interviewer: Do you think you'll still be working for Lyft in a couple of years?

Interviewee: I would hope not because I can see myself like in a different place in a couple of years. You know, I don't think I'll be driving for Lyft for that long. Driving is my hobby, but other other goals that I want to reach too, you know.

Interviewer: So I have a couple of questions about the future of work now. Do you worry about self-driving cars?

Interviewee: Do I worry about what

Interviewer: Self-driving cars.

Interviewee: Self-driving cars? I'm not worried about that.

Interviewer: Why not?

Interviewee: Because technology is just expanding and I just feel like we're all just like crash test dummies. And eventually they're going to have to recall something or something is not working right. Now me and you know well that something [inaudible 00:13:27] you know what I mean? There's always a new [inaudible 00:13:38], it's going to be confusing, some lives are going to be lost and people are going to be scared. So I'm not worried about those cars now.

Interviewer: If Lyft told you they were trying to automate and having self driving cars in their workforce, would that make you nervous or would you be interested in it?

Interviewee: Say that again.

Interviewer: If Lyft told you they were going to start using self-driving cars, would you be interested in what was happening or would it make you nervous?

Interviewee: They said they were going to try some self-driving cars? If Lyft told me that I wouldn't join, I wouldn't go for it. I don't see myself in one of those.

Are there things that Lyft says about having self-driving cars or anything like that?

No.