

Interviewer: Awesome. So can you tell me about the work that you do?

Interviewee: Well, I'm a Lyft driver. I drive the Lyft. That's the only [inaudible 00:02:01] that I do right now. It is basically a full-time job for me. As of right now, it's my main source of income. And I do enjoy doing it. It's flexible with the hours. Anything else? You could ask questions and [crosstalk 00:02:21]

Interviewer: Yeah, for sure. How long have you been doing this job with Lyft?

Interviewee: For about two years.

Interviewer: And how did you find it?

Interviewee: I had a friend tell me about it and I applied for it. And then the rest is history.

Interviewer: Did your friend also drive with Lyft?

Interviewee: Yeah, my friend drives with Lyft and then I wound up signing up through his referral code and then that's call I got hooked on to it.

Interviewer: Oh cool. Did you fill out the application online?

Interviewee: Yeah, I did the application online. Well actually, yeah, I did. I did the application online, downloaded the app and shortly after, a few days later, they mailed me my package and everything and then I was on the road.

Interviewer: What came in your package?

Interviewee: You get the lyft stickers and you get the emblems, they give you the Lyft emblem, the light that goes in your car. You get a free one-one sticker, you get an airport sticker and that's about it.

Interviewer: Okay. And when you started, did you have to go through any kind of training?

Interviewee: No. You don't have to go through any kind of training. They just require you to have a clean driving record.

Interviewer: Yeah. Okay. Do you have a specific manager that you talk to if something goes wrong?

Interviewee: Don't. I usually just contact the Lyft hub and they are pretty quick on responding through the app. I have to do this with click help. Sometimes it is a little frustrating though, when you have to click certain things to actually get the live support versus the email. But I will say from last year up until now, it has been totally much more convenient.

Interviewer: Oh than having one person that you talk to you mean?

Interviewee: Yeah. Yeah, like usually you have to type an email and then they'll respond to the email, but now they have it where you can just hit the help button in the app and then someone will call you like [inaudible 00:04:28]

Interviewer: Oh, that's cool.

Interviewee: Right away.

Interviewer: Is that a change that's happened since you've been there?

Interviewee: Yeah, so basically when I first started driving with Lyft, if I had maybe a general question or maybe an issue with a passenger, I usually would have to submit an email and wait for their response. But if it is an emergency, they call you right away. But anything like with general questions or anything, they didn't used to have that first. So this year they focused on being more hands on with the employees.

Interviewer: Oh, okay. Cool.

Interviewee: Yeah, which I really like.

Interviewer: That's great. Has anything else... That sounds like a pretty big change. Has anything else changed while you've worked for them?

Interviewee: Yeah, so basically last year we have something that we'd call prime time, where certain hours of the day you could drive and you could earn more at those times. Now what they do differently is, they have a thing where you can drive in these bonus areas and basically certain areas around the [city]. They might be busier than other areas and they urge you to go that way. So they'll offer you a bonus if you drive to that area and just pick up there. Sometimes it's a \$4 bonus, maybe even a \$7 bonus, but that's just something that they do differently than they did last year.

Interviewer: Okay, that's cool.

Interviewee: But the prime time they don't have.

Interviewer: Okay. Do you feel like there were any skills you needed to develop to do this job?

Interviewee: I would say you need to concentrate. I find it definitely helps not having distractions on the road because you never know where you're driving these people to. So I feel like when you drive [inaudible 00:06:16], it does require your full attention. I could not use my phone while I'm driving. I'm not interested. As much as I like to text and drive, not saying that I do, but I'm guilty of it. But definitely not going to work out driving when you look up and instantly be in an accident for not paying attention.

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

Interviewee: No, I never signed a contract or anything. They usually respond through the app like where [inaudible 00:06:52] it's electronic signature. But no, I didn't have to sign anything. Just submitted my forms and I had them looked over and then that was it.

Interviewer: Is there any data that you have to record or that the app records for you during your trips?

Interviewee: So the app does record each ride that you do. Basically it tracks you for where you pick them up, up until where you drop them off. So it does track your mileage for each ride.

Interviewer: Okay. So how do you try to structure your work week?

Interviewee: Basically I try to get a good feel towards the beginning of the week. Mondays and Tuesdays are very important to make those very useful days. Because I do rent a vehicle for Lyft, which I think is very [inaudible 00:07:47] that they have that feature. So my rental fee is usually 240 a week. They require you to do 20 rides a week, but they want you to make the support and then the rest of the week, you can make your own money. So what I do is, I really focus in on Mondays and Tuesday and I try to make those days where I can at least say I made 150 out of the 240, so that the rest of the week, I know that it'll be easy on me to finish up what they need to do.

Interviewee: And they also have it where you can, as long as you do a certain amount of rides, they have a bonus for you when you're at the finish line at the end of the week.

Interviewer: Oh that's great.

Interviewee: [crosstalk 00:08:29] usually if you do 90 rides, they'll give you an extra 75 bucks.

Interviewer: Oh that's great.

Interviewee: Yeah. So that's pretty neat. So I try to urge myself to get that bonus each week, because it definitely comes in handy.

Interviewer: Oh, I'm sure. With the car rental, do you get to use it for when you're not working, do you still get to use the car?

Interviewee: Yeah. So you can use the car for your own personal use as long as you do your 20 rides and take care of the rental fee. And so let's say you did 20 rides, but you didn't complete the 240, they would just take it out of your bank account, whatever you have made. Let's say you made 150 and you're short \$52, but you did your 20 rides, they'll take the \$50 out of your account. But I always just make sure that I [inaudible 00:09:15] week, because I don't like the extra activity going off my account. So I always make sure I tend [inaudible 00:09:22] .

Interviewer: Yeah. If the car breaks down or something, do they cover whatever the repair is? Oh great.

Interviewee: Yeah. So if you need an oil change, tire rotation, new tires or if the engine just goes out, you're not responsible for any of it. They just want you to make sure you follow up. They partnership with [inaudible 00:09:45] . So anytime you need something urgent, you can just go there and get it done and they'll approve it. They do have to approve the work, though before you get it there, but nine times out of 10 no, you don't have to pay for anything.

Interviewer: Do you have to pay for car insurance or do they cover your car insurance?

Interviewee: Yeah. So they cover everything. They cover car insurance, all the regular stuff. So basically you do provide [inaudible 00:10:10] refundable fees. Basically, I'm guessing that's what that all covered. So basically, if I were to drive this week and I didn't want to drive anymore, I could bring the car back in [inaudible 00:10:23]. And as long as I bring it back with a full tank of gas and there's nothing damaged with the vehicle, I can get the 250 back.

Interviewer: Okay.

Interviewee: And they also do require you to, like when you're driving through the tolls, then you have something called [inaudible 00:10:39], where you can drive through the tolls if you have a passenger, not inconvenience the passenger. Or you may not even have money on you. They do let you drive through the toll and then they'll send you a friendly reminder to make sure that you pay your tolls. But they do not charge you the \$20 after seven days. Whatever the toll is, whether it's 75c or \$1,50, they just basically charge you for that. And you make sure you pay that as well. So that when it's time to bring that vehicle back, you don't have any fees. You are responsible though, for parking tickets or anything like that. So you have to make sure you keep all that clean because they'll confiscate the rental from you if you have an outstanding balance with the city or anything.

Interviewer: Have you had the same car from them the whole time?

Interviewee: Well no. Last year I had my own vehicle and I really financially see the money that I was profiting. For one, I had an SUV, [inaudible 00:11:46] was too expensive. So that's why [inaudible 00:11:48] program where you rent a vehicle so [inaudible 00:11:53].

Interviewer: Yeah. That's cool.

Interviewee: So yeah, I used to drag my own car at first.

Interviewer: Okay. When you're driving, do you know how much you expect to make in an hour of work?

Interviewee: Yeah. Normally, since the kids are starting back school, I figured out the flow now that summer is starting to end. There's not so many scores in the city and I have to say at least 75 of the rides that I get, they're normally people from out of town, [inaudible 00:12:28] that are visiting the city. And now that the school year has started back again,

there's just normal traffic going on. You have to really make sure you get out there and work because there's no extra rides right now. [inaudible 00:12:45] tourists not really traveling right now. There's just normal flow. So I try to [inaudible 00:12:51] on days like this, make sure I walk away with \$80 instead of that 150 or 90-100, instead of that 150, because I can still at least know that I have a hard [crosstalk 00:13:04]

Interviewer: Have you had to test any new software through the app that they use?

Interviewee: I'm sorry, say it one more time.

Interviewer: Have you had to test any new software through the app that you use?

Interviewee: No. [inaudible 00:13:19]

Interviewer: No. And how does this compare to other jobs that you've had before?

Interviewee: I would say [inaudible 00:13:26], mostly because of the flexible schedule. You can definitely pick your own schedules and usually I was always working nine to five. I managed the Wendy's for five years. I worked at UPS. I managed there. So now that I'm creating my own schedule and I can cash out whenever I want to, I love it. [crosstalk 00:13:50] way it's like it's the future of jobs, in a way.

Interviewer: So do you think about yourself as someone who's like an employee of Lyft or do you think of yourself as a freelancer or like you're running a small business?

Interviewee: At first I did. Sometimes I feel like I'm running a small business but Lyft, I feel like they do a really good job of making you feel like you're part of the company.

Interviewer: That's great.

Interviewee: I'm really pleased with [inaudible 00:14:16]

Interviewer: Do you feel like you'll still be doing this work in a couple of years?

Interviewee: No, not in a couple of years. I'm really trying to save some money and actually get out [inaudible 00:14:28] and focus more on school and my career and that kind of thing. So this is definitely the perfect platform for me to save my money and follow my dreams.

Interviewer: Yeah. What kind of jobs would you like to do in the future?

Interviewee: Well, I am really involved in music. I love to write songs. So I definitely wanted to break out into music. But right now I'm actually studying business economics. So in a few years I hope to be working in my field and that kind of thing.

Interviewer: Yeah. That's awesome. So my last questions are about how you think about the future of work. Do you worry about stuff like self driving cars?

Interviewee: Yes. I worry about self driving cars. Not only that, there's always people signing up to do this. And I do feel like there are going to be so many riders that [inaudible 00:15:27] declining drivers. The pay is going to start going down and it may just become a big, hot mess. But you never know because times are changing. They even have these new [inaudible 00:15:38] I'm always aware of that. Anything could change at any moment.

Interviewer: Do you worry about Lyft adding self driving cars to their fleet one day?

Interviewee: It's 50:50. [inaudible 00:15:56] Not really, but yeah, they probably going to, they may be into that, but I highly doubt it. I hope so, at least.