

Interviewer: All right, so I'll get started. Can you tell me about what kind of work you do?

Interviewee: Well, my regular job is a caregiver, but I will do Uber and Lyft on the side.

Interviewer: Yeah.

Interviewee: On my days off or in my free time.

Interviewer: Okay. So I'm going to ask about the Uber and Lyft work. Do you work for both platforms?

Interviewee: Yes.

Interviewer: Okay. How did you find the Uber job?

Interviewee: I don't remember.

Interviewer: That's okay. Do you remember how you found the Lyft job?

Interviewee: Yeah. I think it was on Indeed or one of those work search sites, and it said something about if you want to make 300 a week, and so I clicked on it and it was the Lyfting.

Interviewer: Oh, cool. Did you end up starting both of the jobs around the same time?

Interviewee: I did Lyft first.

Interviewer: Okay. And how long have you been working for Lyft?

Interviewee: I started I want to say in March.

Interviewer: Yeah. Okay. And when did you start with Uber?

Interviewee: Honestly, I did Uber like one time and that was it.

Interviewer: Oh, okay. And was it just to try it out?

Interviewee: Yeah because it was more of the Uber Eats, the delivering food.

Interviewer: Yeah. Oh, okay.

Interviewee: So [crosstalk 00:03:48] more of the ridesharing.

Interviewer: Yeah, okay. So you do mostly Lyft then, between the two?

Interviewee: Mm-hmm (affirmative).

Interviewer: Did you have any kind of training when you started with Lyft?

Interviewee: No.

Interviewer: No. Did you have to sign some kind of contract or fill out an application to do it?

Interviewee: I think I submitted a background, and then I just [inaudible 00:04:21] my drivers license. I submitted my insurance, vehicle information, and then waited for it to get approved.

Interviewer: And then did they send you a link to download an app or something?

Interviewee: Yeah. Whenever you do it, you upload the documents and then you get an email saying if you're approved or not.

Interviewer: Yeah. And then from there, did you have to do some kind of terms and conditions on the app or did they send you an email with a contract in it?

Interviewee: Yeah, I believe it was an at-will or the independent contractor.

Interviewer: Oh, okay. And so you just said, "Sure, yeah. I'll sign up," electronically?

Interviewee: Yeah.

Interviewer: All right. When something goes wrong on the trip, do you have a manager or somebody that you can talk to?

Interviewee: Lyft?

Interviewer: Yeah.

Interviewee: Supposedly yeah. On the app there's supposed to be... There's a thing, an option to, if I was to share your ride, that lets the person know I guess all the destinations in case something happens, and there's also a support but I never had any issues, really.

Interviewer: Yeah. Okay. Do you feel like there were skills you needed to develop to do the Lyft job?

Interviewee: Maybe like to drive.

Interviewer: Yeah. Yeah. I mean, do you use your own car for the trips?

Interviewee: Yes.

Interviewer: Okay. Is there any kind of data that you have to record or that Lyft records from your trips?

Interviewee: I mean, on the app whenever you get a ride request, you don't have to accept them all, but you accept the rides that you want to and then it drives you to where they're going, where you pick up the person, and you got a preferred pickup, confirmed drop-off.

Interviewer: Yeah.

Interviewee: It's basically all through an app.

Interviewer: Yeah. Okay. How do you structure your week between your two jobs?

Interviewee: I mean, I work my job in my shifts... Well, I do it overnight so if I'm not too tired whenever I'm going home, I'll turn it on, I'll go online. Or maybe if I have, on my day off and I have nothing to do then I'll do it, but I mean, it's not too much to handle.

Interviewer: Yeah. So you mostly do it based on when you have time.

Interviewee: Yeah.

Interviewer: Do you have a financial goal with it that you try to meet every week or it really is more based on time?

Interviewee: I set up a goal, but I mean, at first I did do it because it was my only income because at the time I was pregnant, I was far along in the pregnancy, so it was hard for me to get a job. I would just do Lyft just to have some kind of income.

Interviewer: So there was-

Interviewee: Basically fast, easy money.

Interviewer: Yeah. So there was a time when you were doing it more than you are now?

Interviewee: Yeah, but even when that was my only income, I would only do like an hour or so.

Interviewer: Okay. An hour per day or per week?

Interviewee: Yeah.

Interviewer: Per day?

Interviewee: Mm-hmm (affirmative).

Interviewer: Okay. Did you earn about the same amount per hour whenever you were doing it, or does it vary a lot?

Interviewee: Actually I don't know. I did it locally, so there wasn't a high demand, but to me, it was more of a waste of money than more of a profit.

Interviewer: Do you like it more now that you do it in the way that you do it now?

Interviewee: I mean, I haven't done it in a month or so.

Interviewer: Yeah.

Interviewee: But I don't depend on it, but it's a way to make quick, easy money.

Interviewer: Yeah. Are there any tools or devices you need to use besides your phone and your car to do the job?

Interviewee: No.

Interviewer: No? And has anything changed since you started working for them?

Interviewee: No.

Interviewer: No?

Interviewee: Oh. I mean, with the tools, they send you the little sticker that says Lyft or Uber, but I've just never put them on.

Interviewer: Oh, no? Has anyone asked about that or no?

Interviewee: I don't want people knowing that I'm a Lyft driver.

Interviewer: Yeah.

Interviewee: Honestly I only did Lyft because I wanted the little amp, that light. That's honestly why I did it, because I thought it was cool.

Interviewer: It is cool. So you do use that part when you're driving, you'll put that one out?

Interviewee: Well, to get the amp you have to be a top driver.

Interviewer: Oh, okay.

Interviewee: You have to be a dedicated Lyft driver for that.

Interviewer: Doing 40 hours a week and is always there and stuff?

Interviewee: Yeah, and I thought it was like, "Oh, okay, you drive for Lyft and you get one."

Interviewer: Oh. That's disappointing.

Interviewee: Yeah, so I was like, "Oh, okay."

Interviewer: Yeah. Okay. Have you ever had to test any new software on the app? Have they ever had you test anything?

Interviewee: They were going to do this thing supposedly delivering parts, I guess car parts, and it was a survey that I don't know if they were going to start or they were thinking about it, but I mean, I haven't heard anything on it.

Interviewer: Yeah.

Interviewee: I guess it was just something that they wanted to do.

Interviewer: Yeah. And so that was just a one time, "Would you do this? As a driver, would you do this job?"

Interviewee: Yeah. There was options that you could do a parts delivery or something like that.

Interviewer: Oh, but that hasn't, it doesn't exist anymore? It's not an option?

Interviewee: It never kicked off.

Interviewer: Okay.

Interviewee: It was a survey to see if you would be interested in doing it, but it never was a thing to do.

Interviewer: Yeah. Okay. So how does driving with Lyft compare to other jobs that you've had before?

Interviewee: Honestly I hate driving.

Interviewer: Oh yeah?

Interviewee: Yeah, so I don't even know why I did it. I hate driving.

Interviewer: Yeah. So it's more...

Interviewee: I don't know, it was just a thing to do.

Interviewer: Yeah. And I guess you said it sounds like it's more flexible around your other job than some things would be.

Interviewee: Yeah.

Interviewer: Yeah. Okay. So with Lyft, do you think of yourself as someone who's a freelancer or an employee of Lyft?

Interviewee: Oh no, I'm not a Lyft employee. I'll do it when I feel like it.

Interviewer: Yeah. Okay. Do you think you'll still do it in a couple years?

Interviewee: If it's still around.

Interviewer: Yeah. Are there other kinds of jobs you would like to do in the future?

Interviewee: I mean, I like that sometimes, it's just... I live in [state] and it's hot, super hot, and sometimes to be driving in the heat and then, it's just horrible.

Interviewer: Yeah. Yeah. I understand. Are there other kinds of jobs you'd like to do in the future?

Interviewee: My dream job is to be a nurse, so I'm working towards that.

Interviewer: Oh, that's cool. Do you go to class in addition to working right now?

Interviewee: Mm-hmm (affirmative).

Interviewer: Oh, so is it you go to class during the day and then you have your night shift doing caregiving?

Interviewee: What I can do online, I'm doing it online.

Interviewer: Oh, okay.

Interviewee: I just had a baby, so...

Interviewer: Yeah, so it's a lot of work. You have a lot of work.

Interviewee: Yeah.

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

Interviewee: I'm sorry, can you repeat that?

Interviewer: Yeah. Do you worry about things like self-driving cars?

Interviewee: No.

Interviewer: No? If Lyft told you that they were thinking about using some self-driving cars would that make you nervous or would you be interested in what they were doing?

Interviewee: I would be interested.

Interviewer: Yeah, why?

Interviewee: Because like I said I don't like to drive, so if something can do it itself, I'm all for it.

Interviewer: Yeah. Does it seem like something you could imagine Lyft doing, to have self-driving cars, I mean?

Interviewee: I mean, yes because I mean, there's Lyft, there's Uber, and there's something else, but there's quite a few of those rideshares.

Interviewer: Yeah. So it seems like they would all do it? Or does it seem like Lyft would do it to be kind of competitive?

Interviewee: Yeah, I think they would because I mean, Lyft is more known.

Interviewer: Yeah.

Interviewee: Basically they're going to do whatever to top off Uber.

Interviewer: Yeah. Do you notice a good difference in... Do you like Lyft more than Uber as a company?

Interviewee: I mean, I've heard stuff about... Uber's more for business, the smoggy business people, and then Lyft is just like your regular, everyday, basic, average people.