

Interviewer: Great. Awesome. Can you tell me about what delivery work you do right now?
Sorry.

Interviewee: Okay. Hold on one second. I got to [inaudible 00:05:54] Are you there now?

Interviewer: Yes I am. Yeah, can you hear me? Great.

Interviewee: I'll tell you a little bit about the delivery work?

Interviewer: Yes, please.

Interviewee: That I do right now?

Interviewer: Yeah.

Interviewee: Okay. Pick people up and I guess I would say, do I have to use the word deliver or deliver them to their location.

Interviewer: You can use whatever word you prefer.

Interviewee: Right. I guess that this is my first time. Go easy. Okay. All right. Yeah. That's it.

Interviewer: What company do you work with?

Interviewee: Uber and Lyft.

Interviewer: Uber and Lyft. You work with both of them?

Interviewee: Yes. Use both apps.

Interviewer: How did you find your job with Uber?

Interviewee: Actually, through an Uber driver that I was using and he's also a Lyft driver.

Interviewer: Oh, cool. Did you get both jobs at the same time?

Interviewee: Actually, no. I didn't. Around the same time, but no, not at the same time. If you're meaning within the same week? No ma'am.

Interviewer: No? Was it a month or something? How distant was it?

Interviewee: Yes. Yes. Yes. Uber takes a little longer to process the paperwork and insurance for the vehicles and background checks. Lyft was a little quicker.

Interviewer: Oh, I see. Okay. And do you have other jobs besides these two?

Interviewee: Not currently. I deal with mental health issues and military and so I mean, yeah. That's why. I have, disability right now and ... but I'm not getting paid more than that. That's the only job. I'm looking. But they're changing my medicine [inaudible 00:08:00] I'm just being told to go ahead and hang out because my apartment paid for by them. Really working hard.

Interviewer: Yeah. How long have you worked for Uber and Lyft?

Interviewee: Since January 19th, is Uber, of 2019 and February ... I'm sorry, the first, it was for Lyft. It's February six, seven, don't have ... I remember Lyft because I started counting and getting some pay. February sixth, 2019 I started for Uber.

Interviewer: Cool. Did you get some introduction or training when you started the job?

Interviewee: Yes, I did. A tutorial. [Crosstalk 00:09:00]

Interviewer: Oh yeah. What did you have to do for it?

Interviewee: What do you mean? Sign onto a website and as well as follow emails and videos. [crosstalk 00:09:20] And answer questions.

Interviewer: And was mostly about how to engage with the passengers or was it about driving?

Interviewee: No. it was both.

Interviewer: It was both?

Interviewee: It was both. Well, we've had to update some things since I took the classes in January and February. They've done some updating in the last three months as far as where you have to place your logos and such. They're getting a lot more, I would say, safe for people as well as the drivers because we have people that will pay for a ride for someone and when I get there to pick them up, I'm looking, they're seeing a picture of me and what I'm driving, of course. And then I'm seeing a picture of them, but someone else is walking up to my car. And it's because someone paid for their ride and I drop them off wherever they need to go. I don't like that, personally, but they changed it. They are changing.

Interviewer: They're changing it so that... what part are they changing?

Interviewee: Well, the logos and they're allowing us to call now. From an unknown text, unknown number. That's it. [crosstalk 00:11:04] Yeah, I'm thinking of an incident that happened two nights ago. Sorry about that.

Interviewer: No, no, that's okay. What happened?

Interviewee: I didn't trust the person. I left and that was pretty bad to mark from Uber. As well there because I need something in the neighborhood and I might have judged, albeit with a neighborhood and types people and stuff, but I didn't feel afraid. I was just told I shouldn't have took the ride by them and whenever they rate five stars, four stars, three stars. Whenever you get a lot of, whenever I'm sitting at 4.5 stars, but I get a two thrown in there or a one that will drop it down to four. But then they climb back up to 4.5, takes weeks and stuff. That's it, yeah.

Interviewer: Yeah. There was almost a punishment in your grade from this? Big punishment.

Interviewee: Not a- [crosstalk 00:12:27] There is many, a lot of people doing this. That's why they do both apps. I'm in [city], [state], I'll tell you. [city], [state] is ... I stay here because I'm close [large] VA hospital. They have all the casinos and everything around here and at, shoot, at any one ... on a Friday, Saturday night and stuff, they'll have ... 100 people with Uber and Lyft signed on so it's sometimes a rat race around here.

Interviewer: Yeah. Oh, interesting. I want to go back to this case that you said was difficult. Do you have a manager or somebody that you can talk to you when it's ... when something like that happens?

Interviewee: No, not direct. No. Not direct that day [inaudible 00:13:31]

Interviewer: If there is something, in a different case, let's say it's something more minor, is there someone that you can call?

Interviewee: Yes.

Interviewer: But it's a different person every time?

Interviewee: It's only been twice that I've had to call or they email me to get in contact with them. Yeah, it will be different people.

Interviewer: Okay. Is it a customer service line or it's more specific to drivers?

Interviewee: I'm sorry, I didn't understand. Is it more customer service?

Interviewer: Yeah. Is the number that you call, called for those times, was that a customer service line or is it a specific person for drivers?

Interviewee: No, no. It's the different service.

Interviewer: Okay. When you started, did you have to sign contracts to do this work?

Interviewee: Yes.

Interviewer: A separate one for each one?

Interviewee: Yes.

Interviewer: Yeah. Was it over the phone app or did you have a paper or an email copy of something?

Interviewee: It was an email verified. It was e-signature. [crosstalk 00:14:53] That's what I remember. Yeah.

Interviewer: Yeah. And with the work that you're doing, do you feel like you've had to develop some new skills to work with Uber and to work with Lyft?

Interviewee: Oh yes.

Interviewer: Like what?

Interviewee: A skill? I don't know if tolerance and patience is ... skills.

Interviewer: Sure, yeah.

Interviewee: Okay. Yeah. Patience, tolerance ... man, a lot of mindfulness, self-awareness.

Interviewer: Is it because driving with different types of people is sometimes challenging?

Interviewee: Yes. I grew up in the cab days. You sat in the back. I always sat in the back or ... I would have never driven a cab because ... yeah. I'm not used to people's ... In the back or in the front, just hopping in.

Interviewer: Yeah. On your trips, is there any data that you have to track or record?

Interviewee: Can you hold on one second?

Interviewer: Yeah, of course.

Interviewee: I'm sorry. What's going on?

What are you doing? Oh, okay. All right. All right. All right, I'm back.

Interviewer: You're back?

Interviewee: Thank you. [crosstalk 00:16:38]

Interviewer: Yeah, no problem. Is there any data that you have to track or record for Uber or Lyft?

Interviewee: Yes.

Interviewer: What data?

Interviewee: Mileage. [crosstalk 00:16:50] For them? Yeah, mileage, gas. I track that.

Interviewer: Yeah. Do they ask you to record it in the app or anything?

Interviewee: Man. I got somebody leaving this ... Hold on. If you hang up, that's okay.

Interviewer: Oh, I can wait. [crosstalk 00:17:15] It's okay.

Interviewee: I need to go. My wife's like ...

Interviewer: Sure, sure, no problem. [crosstalk 00:17:19].

Interviewee: Okay. Hold on.

Interviewer: No problem.

Interviewee: Hey, I'm not getting off the phone, [wife], but you're leaving and so ... I wanted to talk to you. (silence)

Interviewer: For the tape, I am waiting for our subject to come back. He just put me on hold to talk to his wife. (silence)

Interviewee: Are you still there?

Interviewer: Yes, I am.

Interviewee: Man. My wife is having an anxiety attack right now.

Interviewer: Oh, okay. Do you need to go?

Interviewee: That's what's going on. Yeah, it happens sometimes. Like I said, look, if you would like, if [inaudible 00:27:51] or we can finish it later or I don't know what works. I know she needs to go to work, but I'm trying to fix [inaudible 00:28:05]

Interviewer: Yeah, yeah, of course. Why don't you text me when you have time again, and I'm happy to call you back and we can finish. [crosstalk 00:28:15] Sound good?

[INTERVIEWEE CALLED INTERVIEWER BACK 30 MINUTES LATER]

Interviewer: So what I was going to ask you is... is there any kind of data that Uber has you track or record when you're doing the job?

Interviewee: That Uber has me track?

Interviewer: Yeah. Yes. Yeah, exactly.

Interviewee: No.

Interviewer: No.

Interviewee: I record everything [inaudible 00:00:48]

Interviewer: No. But you record some stuff for yourself, is that what you're saying?

Interviewee: Do I what?

Interviewer: Do you record some things for your self?

Interviewee: Oh, of course.

Interviewer: What kind of data do you record for yourself?

Interviewee: Mileage, fuel expense.

Interviewer: Yeah. How many hours do you try to work for Uber a week?

Interviewee: Well, the way it works... Well, it's not really hours. The way I work is say I have some appointments out in [inaudible 00:01:25] and I'm leaving, pick them up that way, or...

Interviewer: Yeah.

Interviewee: Not really work at night.

Interviewer: Yeah.

Interviewee: Nighttime job. I try to be, more [inaudible 00:01:46] guy that learned about the job from [inaudible 00:01:51] he works at night so sometimes he'll give me some of his day rides and maybe I'll sign in and give him some night rides.

Interviewer: Mmm.

Interviewee: We try to work together because it doesn't pay very well.

Interviewer: Yeah.

Interviewee: It's not meant to make a living at all. It's really a [inaudible 00:02:15] for retirees that have a medial income...

Interviewer: Yeah.

Interviewee: That need an extra- because you have to hustle, hustle, hustle. Over here [inaudible 00:02:25].

Interviewer: Yeah.

Interviewee: You really do when, yeah it's a lot of work [inaudible 00:02:32] a lot of people in and out, you can't say who you'd pick up spending or not, you know, they may be coming off of work or car clean...So how many hours a week? Paid per ride, not per hour.

I'll tell you last week, probably worked a total of five hours.

Interviewer: Yeah.

Interviewee: I guess, on the road [inaudible 00:03:12].

Interviewer: Yeah. So do you try to think of it as completing a certain number of trips per week or do you have a financial goal that you are trying to reach when you drive?

Interviewee: No, it's just for company... I do really well with- I find it really well for myself to be [inaudible 00:03:42] a major depression problem as well as [inaudible 00:03:46] problem that they didn't and meeting different people. Talking to them throughout the day keeps me busy and focus because I'm trying to not meds or, it's really not worth it.

Interviewer: Yeah.

Interviewee: Or follow the tools that they thought for me as far as the hovering, the drowning, the mindfulness and self-awareness. So that's why I do it. Not for money because I'd really rather pay...nine to five job, a little rec spot right now [inaudible 00:04:28].

Interviewer: Yeah.

Interviewee: Got to get it all together. So anyways, yes.

Interviewer: Yeah.

Interviewee: I mean you said you were in sociology or something?

Interviewer: Yeah, yeah, exactly.

Interviewee: All that, yeah I mean you probably, I would think you'd not mind listening a little more.

Interviewer: Yeah, of course, of course.

Interviewee: Because you're [inaudible 00:04:50] yeah, so this is what it's like. I was, I told you I've been clean over for a year and a half.

Interviewer: Yeah.

Interviewee: Using for 27 years and so this is a new life for me.

Interviewer: Yeah.

Interviewee: And it's really really overwhelming. And you know I went through the Medicaid program on substance abuse, I've been to four Medicaid state run treatment facilities since the year 1994.

Interviewer: Yes.

Interviewee: And anyways. To BA and all those schools combined, [inaudible 00:05:37] I'm working on- this is what I'm working on now with my psychologist and therapist. Speak what- and I say good things to people to really take what I have to say they take these points and not throw them out and go home.

Interviewer: Hmm.

Interviewee: So she gets the juice spinning, work on that.

Interviewer: Yeah.

Interviewee: Real...

Interviewer: Yeah.

Interviewee: You know.

Interviewer: Yeah.

Interviewee: So, okay...

Interviewer: Yeah..

Interviewee: We're sitting here, you know, having a conversation and all I want to do is just keep talking [inaudible 00:06:28] you know. I've heard cross feed.

Interviewer: Yeah.

Interviewee: I don't do the Uber Eats because I did it one time-

Interviewer: Yeah.

Interviewee: And I'm going to tell you, when you bring someone food and they're still paid, but they look at the food like I'm the take-out window and they ordered no

onions and add mayonnaise and I had to deal with that. Yeah that was the last time I made that type of a delivery.

Interviewer: Yeah.

Interviewee: You know, it was not worth the stress of- not for me.

Interviewer: Yeah.

Interviewee: Somebody else can handle that type of stress, but oh no.

Interviewer: Yeah.

Interviewee: That's why. And I talked to other Uber drivers, even the older men, and they're like "mmm, I pick and choose what restaurant." If it comes from a restaurant, yeah, but the people that order from Wendy's and McDonald's and, you know, these fast food places that Uber Eats or Door Dash, they deliver it in...

Interviewer: Yeah.

Interviewee: Yeah they like the restaurants because people know their order and they're paying more than \$20, so they're just thankful to get it delivered to them, that's what I'm told. I didn't [inaudible 00:07:57].

Interviewer: Yeah. With Uber, has anything changed since you've started working for them?

Interviewee: You mean has anything changed?

Interviewer: Yeah, has anything changed?

Interviewee: Yeah, the rate, but people don't know.

Interviewer: What-

Interviewee: The wage gap stayed the same, the rates have gone up since January, is that what you're talking about?

Interviewer: Oh, yeah, no I didn't know that. That's great. I didn't know.

Interviewee: Oh yes well you see, we're getting paid less.

Interviewer: Oh. W-

Interviewee: On a \$10 ride, we used to make \$7.50, okay.

Interviewer: Yeah.

Interviewee: But now, Uber went up and Lyft didn't, Lyft isn't as high as Uber, Uber is and they...I don't know [inaudible 00:08:49] because of the way that I drive and they're my rides, it's right at about \$6- on a \$10 ride now, I believe what has happened is Uber has raised the \$10 rides to \$11.

Interviewer: Yeah.

Interviewee: So you really don't see the increase because sometimes the same ride at different times of the day will be different, like the ride that I took today, for instance cost me, say \$10. Well, tomorrow at the same time might cost me \$10.37.

Interviewer: Hmm.

Interviewee: So I talked to a few customers and me and the other Lyft/Uber driver that got [inaudible 00:09:44] and yeah, they cut us back, lifted their prices a little bit. People don't notice- people don't know, but here you go and this is the first in university, y'all can shake it up.

Interviewer: Yeah. Yeah, there we go.

Interviewee: We're making less, so their profit margin increased by, I would say, at least 20%.

Interviewer: Yeah.

Interviewee: You know, two dollars on every 10, and if you figure they end up 11, from a \$10 ride to 11, and they cut us back from \$7.50 to approximately \$6.10, there you go, that's more than 20%, right?

Interviewer: Yeah, yeah.

Interviewee: So, there you go. I mean, I'm crazy but I'm not dumb, and don't take the word crazy [inaudible 00:10:39].

Interviewer: Yeah.

Interviewee: You know, like since [inaudible 00:10:42] yeah, I mean, this they have and the public does not know.

Interviewer: Yeah.

Interviewee: The public does not know it with the weather and you should try a lot of people ask because that's how the tips have been. You know, people want to know, hey how much you making, man?

Interviewer: Yeah.

Interviewee: It's not like it's not an unfair thing, you know. Hey, hey, what did you make off this ride? You know, is there a problem? No, no no I was just wondering because I don't have that much money but I want to leave you some type of tip, I'm just trying to see what you make off of your rides, you know.

Interviewer: Yeah.

Interviewee: Some people want to know because they may want to work, you know.

Interviewer: Yeah.

Interviewee: Want to know, I tell them the truth, you know, I ain't lying. I tell them the truth and like oh wow. [inaudible 00:11:39] had this conversation with me and we discussed it and like, oh my gosh, are you for reals? He couldn't leave a tip and I don't...

Interviewer: Yeah.

Interviewee: Yeah. [inaudible 00:11:53]

Interviewer: No, it's okay.

Interviewee: I'm trying to finish this study for you. Whether or not I do okay, you know, that doesn't matter to me. I'll be honest with you.

Interviewer: Yeah.

Interviewee: It's [Interviewer], right?

Interviewer: Yeah, yeah.

Interviewee: Yeah, I'll be honest, you're exactly what I needed at this time to try to...lift, so I really appreciate you [inaudible 00:12:21].

Interviewer: Oh.

Interviewee: So, you can go on.

Interviewer: Okay.

Interviewee: But yeah, I just wanted to through that out there like...

Interviewer: Yeah.

Interviewee: I got to. [inaudible 00:12:36] years.

Interviewer: Yeah.

Interviewee: And not be in [inaudible 00:12:40] you know, or meaningful, so.

Interviewer: Yeah. No well I'm really glad to talk to you, so thank you for that. So have you had to test any new software for Uber?

Interviewee: Have I had to test any new software?

Interviewer: Yeah, like on the app or anything? No?

Interviewee: No, not that I- you know.

Interviewer: Yeah.

Interviewee: I should have asked my wife because sometimes she drives on her account, sometimes I drive, sometimes she drives, you know, from her appointments or work or stuff like that.

Interviewer: Yeah.

Interviewee: I had something last week, I about made if five hours, or the week before that I don't think I hit any.

Interviewer: Yeah.

Interviewee: You know.

Interviewer: Yeah.

Interviewee: It was pretty... didn't want to come out of the house for some reason.

Interviewer: Yeah.

Interviewee: It was a rough...

Interviewer: Yeah. Do you think of yourself as someone who's like a freelancer, are you employed by Uber, are you running a small business?

Interviewee: Yeah. Yeah, I have my own sense of irrigation right and company and it went okay... Yes I have and I disowned it and so, like, kind of like what we talked about profit margins and stuff, yeah. High school educated, that's it.

Interviewer: Yeah.

Interviewee: Nothing very business oriented, entrepreneur, that- yeah, I do.

Interviewer: Yeah.

Interviewee: I think of it as a small business because I keep my mileage, I keep my...fluids, the gas the oil, everything that I spend on the car, you know, since we both drive. It can go to...possibly deduction. You know, this is the first year we're doing it. So we've been doing it similar in every way.

Interviewer: Yeah. Do you think you'll still be doing it in a few years?

Interviewee: Hmm, do you have to know that?

Interviewer: No, you can say "I don't know".

Interviewee: Yeah, like hope so, yeah... Well, how about if I tell you yes. Yes.

Interviewer: Sure.

Interviewee: I will. I would...yes.

Interviewer: Okay. So I have a couple questions, these are my last few questions about the future of work. Do you worry about things like self-driving cars?

Interviewee: Like the Teslas, huh? And Elon Musk.

Interviewer: Yeah.

Interviewee: Whatever his name is, huh?

Interviewer: Yeah.

Interviewee: Yeah, go on and save some, must be rich to buy one.

Interviewer: Yeah, yeah.

Interviewee: Or you've got some backers, you know, which is alright. So self-driving cars, I'm not real worried about them, you know, I- no. I'm not worried about them, all the pictures that they put up on Facebook and on the news about people sleeping in them, so would I. Shit, if I could do it I'd do it.

Interviewer: Yeah.

Interviewee: Dang, I've done- you know I've driven with a drunk driver already, so that probably put me and them in danger or them and you in danger more than that, so take a nap.

Interviewer: Yeah.

Interviewee: Take a nap. Go to sleep, whatever, let it drive you. Yeah, I'm good with it.

Interviewer: If Uber told you they were going to use some self-driving cars in their fleet, would it make you nervous or would you be interested in them?

Interviewee: No it wouldn't make me nervous.

Interviewer: Yeah.

Interviewee: I'm not using it as could source of income, so no. It wouldn't.

Interviewer: Yeah. Does it seem like that's something Uber might do?

Interviewee: You know...well...after watching Shark Tank...

Interviewer: Yeah.

Interviewee: A few times, and it was pretty recent in the last couple months that these guys would be...yeah I would think that Uber's going to go that way, to tell you the truth. You know.

Interviewer: Yeah.

Interviewee: They're going to try to fit in there or self-driving cars may take them over one day, I'm not saying in two, five, ten years but 20 years, well yeah, man. I like-that's safe. That's what the world's coming to, how safe it is, how safe, safe, safe safe. People want to feel safe and comfortable, so I'd rather be in the car that drives itself than in an Uber, to tell you the truth.

Interviewer: Yeah.

Interviewee: I would.

Interviewer: Yeah.

Interviewee: You know. Sit in the back seat and play with my phone, I guess.

Interviewer: Yeah.

Interviewee: Enjoy the scenery.

Interviewer: Exactly.

Interviewee: For real, like because yeah, I don't know how the pricing would go, you know, by then, but like if they were about the same, shoot, I might not have to work and stuff, I really don't want to talk to anybody.

Interviewer: Yeah, yeah.

Interviewee: I want the me time and breathe and get ready to come home, you know. You've worked there so...

Interviewer: Yeah.

Interviewee: Talking to someone all the time just gets my mind off of what I really need to be focused on. Then I don't bring anything home.

Interviewer: Yeah. My last question is, are there any kinds of jobs you would like to do in the future?

Interviewee: Actually, yes and I am working on my peer support specialist certification in the state of [inaudible 00:19:09].

Interviewer: Oh, very cool.

Interviewee: I don't know if you know what it is, but if- do you know what peer support specialists are, or do you?

Interviewer: I don't know, tell me about it.

Interviewee: Well, my resume is my life. There's no schooling needed, you know they have substance [inaudible 00:19:34] substance abuse counselors right, probably 20 years ago they called them. Then nowadays addiction therapists, right, and CIT, counselors in training, it all requires school, you know, a couple years in psychology, or yeah. Sociology, something, you know.

Interviewer: Yeah, yeah.

Interviewee: Well, you know, its really hard sometimes, I don't find it hard, but a lot of people, they want to know where you come from, so you get to need this information out of the psychologist, but you've never been in my shoes. You've never used those before, you've never used alcohol, or, you know, you've never drove drunk, you never got a DUI, that's really hard for a lot of people, even, I mean, they're pushing mental health awareness and, you know, it's got them up, now, May is mental health awareness month, you know.

Interviewer: Yeah.

Interviewee: Trying to get that stigma out and so it's something, you know, when they don't have a person like me that is strictly, to do just as it seems, peer support. You can say, but it's peer support specialist. And it's a newer career. If you google it, you'll see it's being used as a means of, I don't understand, I can go sit and talk to homeless people for hours. I'm trying to please, help people with chronic pulmonary [inaudible 00:21:20]. Before I moved in here in January, I was five years homeless. I went through a program and did do hard work and ended up with a section 8 HUD dash, apartment.

Interviewer: Yeah.

Interviewee: I'm working hard. Well anyway, see. These sentences tie in...

Interviewer: No, no it was interesting, I- it was interesting.

Interviewee: Okay so peer support specialist is new.

Interviewer: Yes, yes.

Interviewee: I go into treatment centers where I, like the VA, okay. The VA has permission for peer support specialists that work in- the last rehab I left was a psycho-social rehabilitation, okay.

Interviewer: Yeah.

Interviewee: It was not drug addiction rehab, like the VA has a psycho-social rehabilitation program, they put all of us together and they teach mindfulness, health awareness, staying in the present, grounding techniques, hovering. That way I find, man that the entrance psyche it was so awesome that I was able to be a part of this. And, because they put people that were just like chronic homelessness people with a person like me that's been abusing drugs and alcohol and those types of things work. The CBT and the DBT, cognitive behavioral therapy, dialectic behavioral therapy...

Interviewer: Yeah.

Interviewee: You know, that shit- man it...it works if you work it. And I've been working it and- huh, wow. This is pretty awesome, I'm going to share this with you because you know, the program here in [inaudible 00:23:16] has, wow, I don't know, I'm not gloating, I'm not gloating by any means but I want to share this with you because you are studying sociology and this shit is good to you, probably, because it's right along your avenue, huh, kind of, maybe?

Interviewer: Yeah, yeah for sure, go for it.

Interviewee: Or shit you study. In this program was, [location specific details and history], right?

Interviewer: Yeah.

Interviewee: Well, they opened this program and I stayed there for indication four months and ten days and, most people go for 30 and 45 but do me, like I said 30, lets do this, you know. So say then actually we graduate, you know every Wednesday you have graduating classes and stuff and I received an award, and it's sitting right here...

Interviewer: Yeah.

Interviewee: I received the only [inaudible 00:24:24] and I'm going to read it to you and if you want I'll send you a picture. It's right at the bottom, right here, okay. I got an on the spot award, a specific accommodation is to be presented to Mr. Interviewee [last name]...

Interviewer: Mm-hmm (affirmative).

Interviewee: In recognition of the veteran going above and beyond in all therapeutic endeavors while in treatment within the MHRRTTP domiciliary and it is signed by [doctor], which is the director and he left these in [city] now, 18, 19 and he gave me, [doctor] gave me this award.

Interviewer: That's great.

Interviewee: I was [redacted for privacy] to ever receive an award. Everybody gets a certificate for completion, and that's where it says about psycho-social rehabilitation completion and there's four signatures, one from a psychiatrist, one from director, assistant director, and psychologist as well. So yeah I'm pretty proud of that, thank you for letting me share. [inaudible 00:25:39]

Interviewer: No, it's great, that's great.

Interviewee: It's swell, it's swell, [interviewer].

Interviewer: Yeah.

Interviewee: It's swell.

Interviewer: Yeah.

Interviewee: It's supposed to be [inaudible 00:25:44] it's swell, but you know, it works. A little bit of AA, a little bit of smart recovery is the new thing too, they teach, I'm actually going to take the class online to be a facilitator because I love my recovery and it keeps, CBT and DBT and, yeah. Yeah I'm totally in the moment with you, with what happened last week, not all your shit in the past, you know, that's supposed to be dealt with your psychologists and all that in the homes and group therapy, talk therapy, process your shit like that but, yeah.

Interviewer: Yeah.

Interviewee: Scientific stuff is kicking off. CBT and DBT is good shit.

Interviewer: Yeah.

Interviewee: I'm [age] and I'm calling you ma'am but you sound like you might be [age] or something.

Interviewer: That's exactly how old I am.

Interviewee: What!

Interviewer: Yeah.

Interviewee: You know what, I'm going to make you laugh now. I just told my wife last night, I said- because I've been guessing peoples ages, oooh, well you know the guy at the carnival that guesses your weight, are you ready?

Interviewer: Yeah.

Interviewee: Have you ever been to the carnival and well, okay you go to the carnivals and stuff and there's a guy that's like- you know, you pay a dollar or who, and if he's within three years of your age or 10 pounds of your weight, you lose, but if he's not, then you get a stuffed animal, the prize right?

Interviewer: Yeah.

Interviewee: I ought to be him. I ought to be him because ages is on, I'll never ever ever ever say a woman- oh what you weigh?

Interviewer: Yeah.

Interviewee: You know. Never. Never, never.

Interviewer: Sounds wise.

Interviewee: But I'd go for the age just because, wow that's awesome.

Interviewer: Yeah.

Interviewee: I hit it right on the number.

Interviewer: You did.

Interviewee: I really... since I've changed, you know my ways and behaviors and stuff, I really have learned a lot now.

Interviewer: Yeah.

Interviewee: And its amazing how practice and the mindfulness and staying in the present and its, on, wow. After, I've been practicing for that...I got September 22nd of last year, it'll be a year that I started the program and learned these types of

skills. And I really put it to practice every day. It's kind of natural now. I'm talking to you, I can think, you know, of being really mindful of what I say and what I don't, yeah. It's awesome, it's awesome.

Interviewer: Yeah. Yeah.

Interviewee: Now I'm really excited to talk to someone who's spent some university or not, I don't care, you know.

Interviewer: Yeah.

Interviewee: That's awesome, you know, for real.