

Interviewer: Okay. So can you tell me about the delivery work that you do? How did you find your job?

Interviewee: I did Uber for almost two years. I really enjoyed it. I found it off Facebook.

Interviewer: Yeah.

Interviewee: One of the ads that they had posted.

Interviewer: Oh, cool, okay. Are you still driving with them now?

Interviewee: No, I quit three weeks ago.

Interviewer: Oh, wow, recently. Okay, cool. How long were you driving with them?

Interviewee: For just under 11 months.

Interviewer: Okay. And were there other ...

Interviewee: Oh, no, I'm sorry.

Interviewer: That's okay.

Interviewee: Almost two years. So that's ...

Interviewer: Oh, a long time.

Interviewee: Just under two years.

Interviewer: Yeah.

Interviewee: I'm trying to think. Well, 22 months.

Interviewer: Okay. Were you working for other jobs at the same time?

Interviewee: I worked at Rally's, in fast food.

Interviewer: Okay. So was that kind of a ... How did you balance the two jobs?

Interviewee: They were part-time. I took drives from evening from work. I would take anyone that needed a ride out of town or if they needed to go home.

Interviewer: Yeah, okay. And then ... Hold on, sorry. Did you get any sort of training when you started the job with Uber?

Interviewee: None.

Interviewer: None?

Interviewee: They just set... Why I was... Another reason why I didn't want to do it anymore. They don't look into their business [inaudible 00:04:02].

Interviewer: Oh, really? Okay. So when you started, was it just, you sent them an application and they accepted you and then ...

Interviewee: They said, yep, you're all set. They didn't do like ... They need to do background checks. They need to ... I don't know. Do some kind of training. Some people are downright rude Uber drivers.

Interviewer: Oh yeah?

Interviewee: Oh, yes. I know two of them, which they're just ... They getting the car, let's go on the trip, make some money. They're not very nice.

Interviewer: Yeah. And okay so is it, can you tell me more about why you left? Because, that's interesting. I haven't talked to anybody who's left yet.

Interviewee: I left because I had picked up two people, a female and a gentlemen and they were vulgar, disrespectful. And when I told them that because I only had to drive them eight miles, that they needed to calm down. You can definitely tell that they were under the influence of something. They slashed the back of my seats with a pocket knife and shredded car and I was like, you know what? I would appreciate it if ... And to find out when I got more into detail, this guy had multiple bolts and stuff on him, that's why he didn't have his drivers license and I just ... I was like, well, that would have been nice to know like for warm myself that, but again, you're also taking the on random people in your vehicle that your mama always told you not to get in a vehicle with strangers and now look at us. We have Uber where we just pick up strangers.

Interviewer: Yeah, that sounds like it was really scary.

Interviewee: It was very scary.

Interviewer: Was there ... Oh yeah, sorry.

Interviewee: I dropped them off where they needed and told them get out my car. And I was like, okay, I'm done.

Interviewer: Yeah. When something like that happens, do you have a manager or somebody that you can talk to?

Interviewee: There's a person you're supposed to contact and you contact them and with their agreement they're not liable for anything unless they caught on to you. And that's why you have car insurance.

Interviewer: Even for, yeah ...

Interviewee: It's not well thought out, that's how I think. I just think that, it needed to be more, I don't know, detailed. [inaudible 00:06:20] more detailed because they look into it as just a car, giving somebody a ride. But they don't know who you're picking up, what's going on. I don't mind. I just think it's not well thought out because stuff does happen.

Interviewer: Yeah. Like what happened to you. Exactly. So there was ... Is it like a customer service desk or something that you would talk to them when something goes wrong?

Interviewee: Yep. That's exactly who you call. You call the customer service desk and you have a number where you can push. You can either push like a complaint or a you have questions and then you push the number. There's not really like a ...

Interviewer: It's not like a consistent manager.

Interviewee: Yes, not really personally. And when I did talk to somebody, they're like, we're sorry this happened. How do you want us to ... What you want to do about it? I told them my opinion. They were like, well that's way over our head. I said, well, then I'm done. I'm just done because I can't just pick up random people. Who knows what their background is and that's not a risk that I want to take though. I'm a mom, I don't want to get some crazy in my car.

Interviewer: Yeah. And so when you quit, what did you ... What was the process like to quit? Did you have to file something?

Interviewee: Yeah, I had to do a ... An email that was sent to me with a link and I had to fill out my paperwork, which was my name and the address, the reason why I was no longer working for them. My day of last drive, any recent logs that I had that they already had. And then I emailed the to them, then they emailed me a thank you. This is your link. Do not email back. We have removed you from our account.

Interviewer: Okay, so was there a contract when you started that you had to sign?

Interviewee: There was an agreement you have to sign saying what you're payment is going through. If you have a PayPal, do you have a card and stuff like that. That you'll contact people, you won't assault anyone, but it's totally a yes or no questionnaire. There's nothing really ... They asked you about your background. They did background checks, but I never ... I have a thing on my ... A lock on my credit, so if anyone does do a background check, I would just be notified. I was never notified that they checked my background, but I'm done and over with that, I'm not risking it no more. It was experienced that I don't recommend for young kids or I don't know. I just recommend it for anyone, I guess. It's just not ... Some people might find a safe in the city, but I live out of nowhere. And you don't know what could happen.

Interviewer: It sounds like it. Did you ... So with this, did you feel like there were skills that you needed to develop to do the job?

Interviewee: Oh yes. I think that they should be ... Have people at least have like a in case of emergency claims or anything. If something does happen, if you can be dialed ... You know how OnStar, you have a Uber star or something and you get a hold of your drivers and say, hey, I need you to get a hold of somebody. The person that's in my car is not a safe person. Or has [inaudible 00:09:48] situation to like distress people or something. Like you have a drunk in your car and you're trying to calm them down. Offer them some [inaudible 00:09:59] music. What do you like? I don't know. There's some people that will need to be drivers. They have anger issues really bad. And if they get drunk, like a drunk in their car, who says what's going to happen?

Interviewer: Yeah. No, that's absolutely true.

Interviewee: The only person that [inaudible 00:10:17] the driver, because you chose to put that person in your car.

Interviewer: Yeah. That makes sense to me that that would be an important ... Yeah. I wish that they did teach how to deal with that for so many jobs.

Interviewee: Yeah. Because there's so many people. We didn't worry about all the Mexican, all this stupid shit. Now you don't know what people are on. Opioids, all this crap. You don't know what's getting in your car.

Speaker 3: Yeah, that's true.

Interviewee: And you can't dial 911 but what do you do you need an emergency button? If you open your Uber app vi this button engage, you're guessing you're kind of out there kind of character.

Interviewer: Yeah, no, that's true. Is there, is there any kind of data that Uber asks you to record either about passengers or about your trip or anything like that?

Interviewee: Oh yes. They do your a tripometer and you turn it on, on your app. They get, you picked up the person and you let them hold the phone, their phone and your phone or device that they got picked up and their phone ... Your phone notifies them when he meet you at your destination. You dropped them off and their phones like their home or their other destination and it goes through. That's how you get paid is to make sure that you meet that person to their destination and you can change their destination in mid way home or anything. Yeah. I'm pretty sure they have all of that. They get sent through the app.

Interviewer: Yeah. So when you were working between the two part time jobs, how many hours did you try to work per week?

Interviewee: Per week? Let's see. 15 between 10 and 15.

Interviewer: For both jobs combined or for each one?

Interviewee: Oh, for a Uber was 15, I worked 25 hours.

Interviewer: Okay. So did you have a financial goal that you were trying to hit for the day or for the week?

Interviewee: Yeah, I was looking to make around 600 [inaudible 00:12:31].

Interviewer: Okay. And you knew with Rally it was ... You knew how much you were going to get paid from that, so were you just trying to make up the difference with ...

Interviewee: Yeah, the difference of my Uber was just the extra cash.

Interviewer: Yeah. Was it pretty consistent how much you get paid for driving for an hour with Uber?

Interviewee: Huh?

Interviewer: Was it pretty consistent how much you'd get paid driving for an hour with Uber?

Interviewee: Yes, it was. I did allow the locals, so I know what my pay was usually going to be around.

Interviewer: About how much did you make an hour?

Interviewee: Approximately, five bucks.

Interviewer: Were there other kinds of tools that you needed to use to do the job with Uber besides your car and your phone?

Interviewee: Not really. I prepped my car and put plastic down in the back. I made sure I had spare tires and stuff like that in case anything did bad happens but other than that, no, just cell phone. Oh, they give you a sticker that you stick on your car. So they know you're the Uber car.

Interviewer: Yeah. Did anything change while you were working for them in terms of software or technology that they use to talk to you?

Interviewee: No. They just didn't update once and that was just for accuracy [inaudible 00:13:54], closer to accuracy.

Interviewer: Did they ever have you tested any new software?

Interviewee: Not that I know of, but my phone automatically updates.

Interviewer: Yeah. How did your Uber job compared to other jobs that you've had before?

Interviewee: I don't remember. I enjoyed it at first I got checkup Marriott. And meeting new people. But then it wasn't very routine. You never knew what you were getting and I liked having routine.

Interviewer: Yeah. So did you think of yourself as someone who was an employee of Uber? Did you think of yourself as a contractor or someone who, who's freelancing for Uber? Did you think of it as kind of running a small business?

Interviewee: It's kind of like freelancing for Uber. I was just doing what I could do, make some extra cash through a quick company and then I found out and this is not what I wanted.

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

Interviewee: Oh heck yeah. Sorry. Yeah, I think that's a horrible idea.

Interviewer: Yeah. Why?

Interviewee: We have terrible drivers now. Because I don't think technology is best in everybody's hands. And there's certain people that shouldn't attempt stuff like that. And it's just ... Or it has a malfunction or something and you have a family of five in that car. I just ... I don't know. I'm old school. Well, I like my old school cars, I like being able to have control of things. I don't ... I'm not a person that I can't put my life the hands of [inaudible 00:15:53]. I just don't trust it.

Interviewer: Yeah. I understand. So I don't know. Thinking back to when you were working at Uber, would it have made you nervous or interested if they were trying to add some self driving cars to their fleet?

Interviewee: Yeah. It's borderline. I like it that it means that any person can just be put in the car. But also means that you need to have somebody there in case that person is out of control or anything situation happens. What are they going to do to that car? They could cause it a malfunction. Who knows? You know what I mean? Again, you don't know people ... People can do anything. [inaudible 00:00:16:40]. And things can get out of hand. All right. I understand technology and this is the time, but I still feel that we're not ready for that. It's not completely a guarantee that it will take you or needs to go. It's not like a train where it's on track. It's still on the road with other people.

Interviewer: Yeah, that's true. But maybe, I don't know, I guess I'm thinking about the issue that you ran into. Do you think it would be safer to put the passengers who you had who are really terrible in a self driving car?

Interviewee: That's what I mean when I'm on a borderline. those are the people that should be on in that vehicle. It's safer for everybody, but it also thinking it's also like you don't know if that person does get out of control and realizes, Oh my God, there's not driver and they freak out. You don't know the, again, you don't know people. You could help person that's off their meds, get in an Uber that drives itself and now think, Oh my God, what hell, and it could be a total chaos. There's stupid stuff. Just simple things. There's that one person that could ruin it for everyone.

Interviewer: Yeah, that's true. Okay. We got through all my questions. Thank you so much for your time.