

Interviewer: Can you tell me about the kind of work that you do?

Interviewee: I actually babysit from home, but I also, on the side, I deliver food, or I do Uber.

Interviewer: Yeah. Okay. So I'd love to hear about your work with Uber. Do you do Uber Eats, and Uber? Or do you deliver food with a different company?

Interviewee: I just drive the Uber pickup. I don't do the Uber Eats, I do [inaudible 00:03:04] so, it's through the fleet app.

Interviewer: Okay, so you have a couple of jobs on these. You have a couple of different apps that you use for these jobs. How did you find your job with Uber?

Interviewee: A neighbor told me about it.

Interviewer: Do they also drive with Uber?

Interviewee: Yes.

Interviewer: Okay. And then how did you apply to the job?

Interviewee: Online.

Interviewer: So you just went to the Uber website and applied there?

Interviewee: Yes.

Interviewer: What was the application process like?

Interviewee: It's very easy. I just pretty much had to take a picture of my identification and my car registration and insurance card.

Interviewer: So you had to prove that you had a car, and and that you had insurance, and that you had a driving record that was solid. Did you have to fill out anything else, about like time, or how much time you wanted to work? Anything like that?

Interviewee: No.

Interviewer: No?

Interviewee: No.

Interviewer: Okay. With the food delivery stuff that you do, and do you remember what that application was like?

Interviewee: That one was a ... It wasn't as detailed as the Uber, because you weren't picking anyone up. So I just had to pretty much provide them with my license information just to say

that, you know, I guess I was who I was, but I don't remember having to give them my registration, and car insurance, or anything like that.

Interviewer: How long have you worked with Uber?

Interviewee: It was last year. I'm not sure what month I started.

Interviewer: But it's been about a year, more or less?

Interviewee: It's been a little bit less than a year.

Interviewer: So how many jobs do you have in total right now?

Interviewee: I just drive occasionally for food, pick up an Uber, and I babysit out of my home. And I'm a foster parent.

Interviewer: Okay. With Uber, did you have to sign a contract when you started working for them?

Interviewee: I do not remember. If I did it was probably electronically. Because, I know I did have to send some stuff back to them. But I'm not sure if I had to sign something.

Interviewer: More specific? Yeah. And do you have a manager that you talked to? If something goes wrong?

Interviewee: No.

Interviewer: No? Is there-

Interviewee: If I do, I don't know about it, anyway.

Interviewer: It hasn't been discovered yet. Are there any skills that you feel like you needed to develop to do the job that you're doing with Uber?

Interviewee: People feel you really have to have customer service, because if not, you know, they give you your little card. They won't raise you if you're so quiet and not personable. Then of course, you have to have a clean car, because nobody wants to get in a dirty car.

Interviewer: Okay. Is there any kind of data that you have to record when you do trips with Uber?

Interviewee: No.

Interviewer: Do they track anything for you?

Interviewee: I think the only thing that they track, is your number of people that you pick up, your passengers.

Interviewer: So between the jobs that you have, how do you structure your work week?

Interviewee: From 5:00 to ... 5:00AM to 5:00PM I take care of kids. And if all of my kids leave early, then I go and I drive for Uber, or I deliver food. And then on the weekends, I may deliver food. Because I don't, I don't babysit on the weekend.

Interviewer: So, do you know in advance like "I'm going to be driving with Uber today because I know kids are getting picked up at a certain time." Or is it sort of a surprise when it happens?

Interviewee: So, it's ... I work with military. So they don't get off at the same time every day. So I never know what time they're getting off.

Interviewer: Oh, I see. So the flexibility is probably helpful with the job. About how many hours a week do you try to drive with Uber?

Interviewee: I really don't have a set schedule, honestly. I just, whenever I have free time, I'll do it in my free time.

Interviewer: Do you have like, a financial goal that you try to meet every week?

Interviewee: No.

Interviewer: Because, do you end up-

Interviewee: Honestly, I only do it because I sit in the house with kids all day, and so I never see adults, until the kids are picked up. So, you know, it's pretty much just for, you know, a little extra money. Not that it has to be, but just to get out, and talk to other people, other than kids all day.

Interviewer: Yeah, that makes sense. Because, with the job that you run from home, the babysitting work. Do you get paid the same amount regardless of when the kids get picked up? Is it like a day rate?

Interviewee: Oh yes. I get paid the same amount. Even if the kids don't come for a month, I still get paid.

Interviewer: So with Uber, were there any tools or devices you needed for the job, besides a car?

Interviewee: No.

Interviewer: Because, do they make you ... I mean, have you been using your own phone? So they have you download like an app or something?

Interviewee: Yes, I use my phone for GPS. I would put water in the car, but nothing ... I didn't buy new dash cams, or anything like that.

Interviewer: And then you just downloaded an app from Uber, right?

Interviewee: Yes.

Interviewer: Has anything changed since you started working for them?

Interviewee: No.

Interviewer: It's been pretty consistent in terms of pay, and getting riders and all that stuff?

Interviewee: Honestly, I don't like driving for Uber. I prefer just delivering food. Because, I don't feel like ... A lot of people don't like to tip, and then the little bit of money that you get, and you know, I have a luxury car, so it's like, the amount of premium gas that I have to put in, versus the amount that I'm getting paid back. It kind of doesn't equal out. But I just do it for entertainment, I guess.

Interviewer: Yeah, so how does working for Uber compare to other jobs you've had before?

Interviewee: It's different. You meet a lot of different people. And honestly, another reason I don't like driving for Uber is because my car is really clean, and sometimes you get people who are really dirty, and sweaty, and nasty that get in your car. And I kind of have a weak stomach, so, you know. I don't really like it, but I just like the interacting with adults.

Interviewer: Yeah. Do you worry about that with food? Where it smells a lot or no, not in the same way?

Interviewee: I'm sorry, repeat that.

Interviewer: Do you worry about ... you know how some types of food have a lot of smell? Do you worry about really smelly food in the same way?

Interviewee: Yes

Interviewer: Do you end up getting to ... I mean with the delivery work, do you deliver for a couple specific restaurants, or is it pretty varied in terms of who you pick up from?

Interviewee: It varies. The app, it dings, and it lets you know where to go and you can either accept the job or you can deny it. So, I've never turned a job down. I just accept all of them.

Interviewer: So between the delivery work, and the Uber job, do you consider yourself like a freelancer? Or somebody who's running a small business? Or is this sort of like, "I am an employee of Uber and this other company"?

Interviewee: Honestly, I've never thought of that. I guess it'd be independent.

Interviewer: And why would you say that?

Interviewee: Because there's nobody that I have the answer to. You know, I'm just by myself all day. Like I've honestly never had contact with anyone through Uber. I've never had any issues where I have to contact anyone, so ...

Interviewer: Do you think you'll still be driving with Uber in a couple of years?

Interviewee: Not a couple years. Probably not.

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

Interviewee: Absolutely.

Interviewer: Why?

Interviewee: Because I think it's dangerous. I don't, I don't think that just should be on the road.

Interviewer: If Uber told you that they were going to try to use some self driving cars in their fleet, would that make you nervous> Or would you be interested in what was happening?

Interviewee: That would make me very nervous. and the meaning, the reason behind that is because you see so many hackers hacking into our computers, and things like that. So what happens if they hack into some cars, and just make them all go crazy?

Interviewer: So it's like the lack of control and transparency stuff?

Interviewee: [inaudible 00:12:53]

Interviewer: Do you think that seems like something Uber might do?

Interviewee: I could see that.

Interviewer: Okay. So my last question is, are there any other kinds of jobs you'd like to have in the future?

Interviewee: Yeah, I was actually just looking at jobs to work from home, that I could do. But it's hard to find work from home jobs because, a lot of the ones that I have found are spam. And you think that they're real, and once I Googled them and look them up, a lot of people say they're not real, that they're spam.

Interviewer: Did they tend to be things like sales? Or what kinds of jobs have you seen that are trying to get people to work from home but it's a scam?

Interviewee: Actually, I just filled out something for Amazon, and I know that Amazon isn't a scam itself. But whatever this website was that I tried to fill out the application through, it hacked into my bank account and was taking money. And so that's how I knew that that one was a scam, because my bank contacted me.

Interviewer: Wow. That's scary.

Interviewee: And I had tried to do a customer service one before. I don't even remember what company it was for, because my friend told me ... her sister, people ... her sister lives in [state], but he does at home work. And I tried to do some research, to do at home work from, you know, for customer service. But when I went on there, they just kept calling me. All these random calls kept coming in, and it was nothing pertaining to what I filled out.

Interviewer: Yeah, that sounds ... that's bad. That's not good. With the Amazon one ... so you saw the ad, and then did you decide to go to the Amazon website to apply for it?

Interviewee: After that? You know, I just [inaudible 00:15:01]

Interviewer: Was it-

Interviewee: I was seriously surprised. I just couldn't, because there's no rush for it.

Interviewer: Was it like a ... do you remember what kind of job it was? For Amazon?

Interviewee: It was customer service? It was supposed to be customer service, and actually this happened just a few weeks ago.

Interviewer: Oh wow.

Interviewee: It wasn't even that long ago.

Interviewer: Yeah, that's really scary. I'm so sorry. I didn't know that this was happening.

Interviewee: Oh yeah. There's a lot of scams. Like I donate to the police department, and for the county cancer foundation. And they have been doing it for years, but now they're scamming people. So it's like, I feel bad, but I don't know who to donate to because they're their money comes from scams now.

Interviewer: yeah. I can see how it would be really hard to figure out what's real and what's not on the internet now.