

Interviewer: Great. So, I would love to hear about the work that you do. Can you talk me through the jobs you have right now?

Interviewee: Yeah, absolutely. I do part time customer service at a gas station. And I also drive for a heating and cooling company, [Company name]. I deliver heating and cooling parts to them, air filters. And then the gas station, it's just a regular gas station attendant, cashier. So, I like both of my jobs.

Interviewer: Yeah.

Interviewee: I have a great job.

Interviewer: And then do you also drive with Uber or Lyft or something like that?

Interviewee: What was that?

Interviewer: Do you also drive with Uber or Lyft or something like that?

Interviewee: Not anymore. I actually did Uber for a little bit, and then I found [heating and cooling company].

Interviewer: Okay. Oh, got it. Okay. So I'm actually going to end up asking a bunch about your previous experience with Uber and Lyft, if that's alright with you.

Interviewee: Okay.

Interviewer: Cool.

Interviewee: It was- Oh, go ahead.

Interviewer: Oh yeah. So I was going to ask, were you driving with both of them or were you driving with one or the other?

Interviewee: It was Uber.

Interviewer: How did you find your Uber job?

Interviewee: Actually, I used Uber and someone told me about it, and said he did it for extra money. And, I was broke, so I was, "Yeah. [inaudible 00:03:04]."

Interviewer: Yeah. And how long did you drive for them?

Interviewee: Oh, for about five months.

Interviewer: Yeah. Okay. So it was pretty brief?

Interviewee: Yeah.

Interviewer: Did you work for other companies at the same time?

Interviewee: Yeah. Yep. I've worked at the gas station job for quite a while.

Interviewer: Okay. So this was Uber on top of that job?

Interviewee: Yeah.

Interviewer: Yeah. And when you started with Uber, did you have any kind of introduction or training for the job?

Interviewee: Not really.

Interviewer: Not really.

Interviewee: No. Not really. No

Interviewer: So you applied online or something or how did that-

Interviewee: I applied online and then everything was online. I'm used to in face interviews, which it was odd to me, just going over paperwork and stuff like that. I'm more a face to face person.

Interviewer: Yeah. So you just filed stuff online and they sent you a contract back and you returned that?

Interviewee: Yeah. At first I thought it was like fake and I was like, "There's no way." And I was like, "Wait a minute." But, yeah, it was real, so.

Interviewer: Oh, interesting. And then so you got a contract. Was it just like, "Here are our terms." Did they say specific hours or anything that you had to work on it, if you remember?

Interviewee: I do not remember. I really don't, like, I read over it as quick as possible. I probably didn't even read the half of it. You get a bunch of paperwork, and knowing me, at first I don't read it all. I guess I should probably before I sign my life over one of these days.

Interviewer: That's okay. All right. So then after that did you just have to download the app onto a phone?

Interviewee: Yep.

Interviewer: Did you have to-

Interviewee: I went out and I bought a separate phone just just for that.

Interviewer: Oh okay. Yeah. I was going to ask if you ended up having your own phone or you had to go buy one. So you'd decided to keep them separate or you had to buy a specific kind of phone?

Interviewee: No. I went and bought a separate iPhone.

Interviewer: Why did you decide to do that?

Interviewee: I want to keep my business and my personal life separate.

Interviewer: Yeah. Okay.

Interviewee: So-

Interviewer: Yeah.

Interviewee: And I chose iPhone because I like their security.

Interviewer: Yeah. Okay. That makes sense. When you worked for Uber, did you have a specific manager or someone that you talked to when things went wrong?

Interviewee: Yes. Yep.

Interviewer: Oh, you had one, was there one person or like how did that work?

Interviewee: I had his number and I had him on speed dial on my phone or on my favorites or whatnot.

Interviewer: Yeah.

Interviewee: And I always, I talked to him. And then once in a while, like I would talk to this lady, but I tried not to call her. She was really rude. She was very impatient, like I was taking up her time. So I was like, "No." I stuck with [manager] most of the time. So.

Interviewer: Yeah. Did you ever meet him in person?

Interviewee: No.

Interviewer: No. It was just over the phone. That was where the relationship was?

Interviewee: Yeah.

Interviewer: Okay.

Interviewee: Yeah.

Interviewer: Was he there the whole time that you were working?

Interviewee: I think. Yeah, I'm going to assume so.

Interviewer: Yeah.

Interviewee: I mean, I talked to him up until, yeah, like the last three weeks. I didn't really have any issues at all, so.

Interviewer: Yeah. And so when you left, did you have to tell him or what was the process of leaving like?

Interviewee: No, I told him. I said, "Look, I found a better job. I'm not going to do this anymore."

Interviewer: Yeah.

Interviewee: And he tried to get me to stay. He tried to talk me into this. I said, "No." This is not worth it.

Interviewer: Yeah.

Interviewee: Sorry. I have no need for you anymore. I'm not trying to be rude, but I don't need the work. He served one purpose for me, to pay me for the job.

Interviewer: Yeah.

Interviewee: And, that's it.

Interviewer: Yeah. Okay.

Did you have to file any paperwork when you quit or you just told him and then it was done?

Interviewee: I told him. I mean, maybe I was supposed to, but I didn't file any paperwork. I felt like, I mean maybe, it was kind of stupid, but I figured if there's an issue they'll mail me something.

Interviewer: Yeah, totally. Totally. Did you end up returning your phone or did you keep it?

Interviewee: Actually I still have it. I've [inaudible 00:07:15]. I erased everything off of it. It's actually, pretty much a new phone, so.

Interviewer: Yeah. Cool. Do you feel like there were any skills you had to develop to do your Uber job?

Interviewee: Actually like I where I live, I've lived here for quite awhile and believe it or not, I guess I didn't know city as well as I thought I did.

It's funny, like people skills, like, I don't know, like weird shit happens everywhere. You know? People are weird everywhere.

Interviewer: Yeah.

Interviewee: You have to meet people where they're at. So it really was, it was the GPS skills and my head.

Interviewer: Yeah.

Interviewee: So.

Interviewer: Yeah. That's cool. Did you see new neighborhoods and stuff while you were driving?

Interviewee: I mean, kind of, I've been to a lot of the neighborhoods and a lot of the places. Of a previous job I had that was way before this, I was all over the city a lot. So, I mean, in every neighborhood I went there for the most part. Yeah. I mean I had fun.

Interviewer: Yeah.

Interviewee: [inaudible 00:08:26].

Interviewer: Yeah. There you go. Was there any kind of data that you had to record or track for what you were doing?

Interviewee: All of my, you know what, I think I was supposed to keep it, but like all the data, GPS data and stuff-

Interviewer: Yeah.

Interviewee: You know what, it actually might be on the Cloud that I created for, I created a completely different iCloud account.

Interviewer: Yeah.

Interviewee: All of that data, actually now that I think about it is probably still on there.

Interviewer: Yeah.

Interviewee: All the pieces, I've, yeah, there all going to be on the Cloud basics. I really haven't taken much thought.

Interviewer: Yeah. How interesting. Okay. So you still have a copy of your, kind of, driving records and stuff-

Interviewee: Oh, yeah.

Interviewer: I assume that they were doing that.

Interviewee: Oh, yeah. I can pull it all up.

Interviewer: That's cool. Did they make you record things like, I guess, your scoring to passengers and stuff, right? So I guess, was that something that you ended up doing?

Interviewee: What was that? Did they record what?

Interviewer: I know that Uber offers the option to score passengers. Did you end up doing that with the stars?

Interviewee: Yeah.

Interviewer: Yeah.

Interviewee: Yeah.

Interviewer: So I guess you were doing that.

Interviewee: I had a lot of shitty ones.

Interviewer: Oh really? Oh no.

Interviewee: I mean, I'm not going to lie, like a lot of them were, like it seemed like I took a lot of people to meet drug dealers. For the most part. like it's, I don't know, I was kind of amazed, like, the company makes it look like, it's like, I mean, yeah, I'm sure there's like really like upper class areas, but I guess more than you would think.

Like, if you wanted to be honest with me, I took more and vice versa, I took more people to meet drug dealers and drug dealers to meet people. Or you know, people here are like, I would say, women working. It was like, when you live in cities, I've lived in [inaudible 00:10:24] you know what I mean? And like, I was like, "Oh wow. Really?" It, kind of, surprises me.

Interviewer: Yeah, that surprises me too. I hadn't heard that yet. That's an interesting fun fact. Yeah.

Interviewee: So, I was like, "Oh." And some people like don't care like, or they'll ask you, they'll be flat out, "Can I get high in your car?" I'm like, "Absolutely, not. That's not happening."

Interviewer: I'm so sorry.

Interviewee: It's not like, you know what I mean, I'm not [inaudible 00:10:50] to smoke a joint your car. They want to get high in your car. I was like, "Oh my God, no." No. No. No.

Interviewer: Yeah.

Interviewee: Yeah. Interesting. Yeah. [Heating and cooling company] doesn't do that. [inaudible 00:11:01].

Interviewer: Yeah. Yeah. I guess you get to avoid this entirely. So when you had these, when you were driving Uber and then you had your other job, how did you structure your week?

Interviewee: Basically, I was on call here. So I would do Uber whenever I got the message, "I need a ride." If I was here, I just wouldn't accept. I like this gas station, I've had forever-

Interviewer: Yeah.

Interviewee: Not at this location, but I worked at another location and I'm not willing to give up, even though the money's a lot less.

Interviewer: Yeah.

Interviewee: I basically, I told him I wanted to work two or three days a week at the station and they scheduled me [inaudible 00:11:59] to work around it that way.

Interviewer: Okay.

Interviewee: Then, like in the evenings and stuff like that while I worked my first shift, so like I'd go out in the evening. Like, I don't sleep much.

Interviewer: Yeah.

Interviewee: That plays a huge factor-

Interviewer: Yeah.

Interviewee: ... if I could work at night.

Interviewer: So you said you work day shift. Is it sort of like, you do eight hours in the morning or how does that part work?

Interviewee: With the gas station job, a lot of times, I'd do an eight hour shift. And then, like, let's say the night, it didn't bother me. I mean, from my previous job, like confidentially [inaudible 00:00:12:37].

Interviewer: Yeah.

Interviewee: So, [inaudible 00:12:39]. Yeah.

Interviewer: I've gotten used to getting up at three, four in the morning from a phone call or something like that, go somewhere. So, it's kind of a lifestyle I was used to. It was legal though, you know what I mean?

Yeah. Yeah.

Interviewee: I knew like a lot of these people that I dealt with were [inaudible 00:12:52] because I've dealt with a lot of those people. And it was kind of funny to me, like I wish, well I don't wish, like I guess I wish, well I do, I would have thought about that when was doing what I was doing, because I would have been an Uber or Lyft driver. I did that at the same time.

Interviewer: Yeah.

Interviewee: I don't know. I guess I shouldn't feel like that, but it's true, so.

Interviewer: And then you got to observe it as the external person. How interesting.

Interviewee: Yeah.

Interviewer: Yeah. Okay. So sorry. So to keep track of it in my head, so you had like an eight hour morning shift and then did you just have your Uber app open all the time, and-

Interviewee: Yeah, always open.

Interviewer: And so then when you would leave work, you would start taking jobs in-

Interviewee: Yeah. As soon as I would clock out, I would go to the car, put the phone on the dash and I'd stick around for a little bit. And wait, so I wouldn't go home, like, because a lot of times I'd catch rides from the area. And then so I'd just do it that way.

Interviewer: Yeah. And, would you work in the afternoon into the evening? Was it like a long shift at Uber after your eight hour shift?

Interviewee: Yeah. I would do that. I didn't mind. Like I said, I didn't care. You know, it gives me something to do, keeps me out of trouble.

Interviewer: Yeah. So were you trying to hit a certain number of hours that you worked every week or were you trying to hit like a financial goal?

Interviewee: I didn't care.

Interviewer: No.

Interviewee: No, really, it was just something to keep my mind busy. Because, like I said, it was that and then still looking for a better job, trying to keep my mind, like where my mind was like in the past life that I had, like I was just trying to keep away from that. Now I'm at the point now I don't have to feel worried about that anymore. So I was just trying to stay busy as much as I could.



Interviewer: Yeah. Okay. So then do you know about how much you made for an hour when you were driving with Uber?

Interviewee: I really don't want to talk about my financial.

Interviewer: Okay.

Interviewee: Can I skip that question?

Interviewer: Yeah, absolutely. We can skip it.

Interviewee: Okay.

Interviewer: All right. So we already talked about this. Has anything changed for you or I guess you were there for five months and this is in the past, but while you were working for them for five months, did anything change while you were working for them?

Interviewee: Yeah. My outlook on people that take, like Lyft and Uber rides-

Interviewer: Yeah. Yeah. Seriously.

Interviewee: Like, I figured, and I'm not one to judge people, but my assumption was, there was only a specific type of person that could afford that, you know?

Interviewer: Yeah.

Interviewee: But, no, anyone could afford it. So.

Interviewer: Yeah.

Interviewee: Changed my outlook on people.

Interviewer: Did you ever have to test any new software or stuff on the app for Uber?

Interviewee: No, I wouldn't. No. I don't trust things like that. Like, "Oh, here, try this new shit or this thing." No, I'm good.

Interviewer: Yeah. Yeah.

Interviewee: I don't. No.

Interviewer: While you were working for them, did you think about yourself as like someone who was an employee of Uber? Did you think of yourself as sort of a freelancer or like you were running a small business? How did you think about that job?

Interviewee: I mean, I thought of it as I like a taxi driver, I guess.

Interviewer: Yeah.

Interviewee: Kind of like a, yeah, I don't know. I was the driver.

Interviewer: Yeah, I detach from things when I'm working. You can't get too involved like, just because, like, you just can't. I detach. So, I'm just a driver. It is what it is. Point A to point B.

Did you feel like since you had someone that you talked to you, did you feel like you had a boss or a manager?

Interviewee: Did I have somebody I talked to?

Interviewer: You said that you had earlier, so I wondered if you felt like it was your boss or something?

Interviewee: [manager], yeah.

Interviewer: He felt like your boss?

Interviewee: [manager]. Yeah.

Interviewer: Cool.

Interviewee: He was the guy I called when I had any problems or anything like, he was the guy always talked to him. Him, or what the heck was that other name? I don't know. I think her name was [manager 2]. She was an asshole, put it like that.

Interviewer: Avoided. Yeah. Yeah. And so, okay, you left because yeah, you already answered this. All right. So, and these are a couple questions about the future of work. Do you worry about things like self driving cars?

Interviewee: Yeah. It's scary.

Interviewer: Yeah. Why do you think they're scary?

Interviewee: What's that?

Interviewer: Why do you think they're scary?

Interviewee: Oh God, like it really freaked me out because like, okay, so it's not a physical human being driving it. It's a computer chip and things like that. Like haven't you ever seen a robot?

Interviewer: Yeah. Yeah. Totally. So you think about it like that?

Interviewee: Right. It's just crazy. Like, I mean, like of course, there's enough crazy people in this world or whatever you want to call them. I mean, look, you've got people that want to shoot school and churches, get some smart person that wants to take out the city boss. I don't know, it [inaudible 00:17:56] people over it. It's just crazy. I don't like that at all.

Interviewer: Yeah. So if Uber told you that they were going to add some self driving cars to their fleet, would that make you nervous?

Interviewee: I'd be highly disappointed and actually irritated. Yeah, I'd be nervous. Very nervous.

Interviewer: Yeah. Does it seem like something you could imagine Uber doing?

Interviewee: You know, I do. I see a lot of companies doing it unfortunately, taking away jobs from people making the world more scary, robotics.

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

Interviewee: I mean, everyone, I guess, has other things they want to do in life. Of course.

Interviewer: Yeah.

Interviewee: Yeah.