

Interviewer: Can you tell me about your job, or jobs that you're holding right now, in terms of delivery work.

Interviewee: UberEats, Uber, [inaudible 00:02:41] and also DoorDash.

Interviewer: Okay, so you juggle four things at the same time?

Interviewee: Yes.

Interviewer: That's a lot. How did you find each of these jobs?

Interviewee: Online, just some little ads emails that came through, I tried it so.

Interviewer: Yeah..

Interviewee: Wasn't something that I want to do but it's a little side job to make some money.

Interviewer: Yeah, and so in the course of a day do you end up doing work for all four things or how do you, how do you schedule between the different services?

Interviewee: I would do about three hours of each.

Interviewer: Per day? Hello? Can you hear me?

Interviewee: Yeah I can hear you.

Interviewer: Oh, yeah. Do you end up doing three hours per day of each job or is it sort of per week?

Interviewee: No, it depends on my off days from my main job because they are not my main source of income.

Interviewer: Yeah.

Interviewee: When I am off, my job [inaudible 00:03:42] the days that I'm off.

Interviewer: Yeah.

Interviewee: I do three hours, like wake up in the morning by the time I get the kids and cared for I will probably do it from like DoorDash from 8-12, and then Uber 12-4, and then maybe like two hours of Uber Eats. It all varies, it really varies. And it depends on how I feel, what I want to do, do I want to [inaudible 00:04:13] or do I just want to drive my [inaudible 00:04:15].

Interviewer: Yeah.

Interviewee: So its kind of like I can choose what I want to do and chose what kind of customers I feel like dealing with at that time.

Interviewer: Yeah.

Interviewee: [inaudible 00:04:23] service has very different customers like people get mad about their food with DoorDash and Uber Eats. Sometimes its not hot enough I guess [inaudible 00:04:32]. Yeah it's a lot.

Interviewer: Yeah it sounds like it's a lot, so do you with each of these jobs do you have a specific manager that you talk to or how do you get your assignments?

Interviewee: No its all through the internet, everything is through the internet through the app, just go on there and like for Uber you go on there, and click is it active or activate, I think it's active. Saying that you're active now, and can see that a rider, remind me to ride, you can pick it up if you want to, it doesn't matter they don't assign you nobody. You can pick it up or you can just leave it there on somebody else. You know, things like that.

Interviewer: Yeah, and so did you receive with any of these jobs, did you have a specific kind of training that you had to go through?

Interviewee: No, no, no training.

Interviewer: No training...

Interviewee: Everything was strictly online, nobody called, nobody did anything.

Interviewer: So did you have to, did you apply and then you download the app is that what the process is like for each of these?

Interviewee: Yeah you can either apply on an app, or you download it, or you can apply on a main website, on the main page.

Interviewer: Yeah.

Interviewee: And then go from there but it may give you a few steps on how the process goes and how it needs to go.

Interviewer: Yeah.

Interviewee: But other than as far as somebody training, no, nobody messages.

Interviewer: Yeah, did you have to sign a contract?

Interviewee: I did have to sign a contract, like the safety and privacy terms oh, things of that nature just a privacy stuff and like little, oh I don't know what you want to call it terms and conditions.

Interviewer: Yeah.

Interviewee: What you do and what you don't do, and know what the policies are, not be able to work with the service and things like that.

Interviewer: Yeah, were there, do you remember how they described you? Do they describe you as like a freelancer, or a contractor, or how do they describe your job?

Interviewee: For DoorDash, it would be a freelancer, for Uber Eats and Uber it would be, the other word, I can't even get it out my mouth right now, the other word.

Interviewer: A contractor? Like something like that?

Interviewee: Contractor.

Interviewer: Yeah. Okay so, with each of these that you're doing were there skills that you ended up having to develop, that you noticed you didn't have at the beginning?

Interviewee: Driver skills.

Interviewer: Yeah.

Interviewee: Drive for everybody, different preference. Some people want you to go a little faster, some people want you to go slower, you can't drive how you want to. It's a lot of combinations of the people.

Interviewer: Yeah, yeah I'm sure.

Interviewee: And being for freely of letting people ride inside your car. And it helps me keep my car clean, before, I wasn't doing that.

Interviewer: Yeah, with each of these jobs, do they have you collect any kind of data or track what you're doing?

Interviewee: No, everything is through the app, once you like for Uber, once you pick up the driver they kind of track it down and it tracks the pay and fees. Like the way [inaudible 00:07:50] uses stuff and all that is calculated through the app. I don't know how they do it on their side but everything is through there.

Interviewer: Yeah.

Interviewee: You just kind of, kind of like a wait and see type of thing. Once you kind of know what you've been doing for a while, how much you're going to get, for five minutes, or for ten minutes or for things like that but as far as like okay I'm going to get five dollars for this trip right here and then you ended up only getting like three dollars for that trip, so it's a kind of wait and see type of thing but once you're doing it for a while you kind of know how much you're going to get, just like with a regular job, you work 40 hours, so you know you're going to get this amount in your pay and this amount of taxes probably are going to come out with those 40 hours, you know things like that.

Interviewer: Yeah, is that true with DoorDash and Uber Eats as well?

Interviewee: Yes, it is. It all depends on how much they order from the restaurant with Uber Eats and DoorDash they kind of run hand in hand, their [inaudible 00:08:45] company but their systems, their settings, their privacy, their perks, their dishes all just go hand in hand with the other.

Interviewer: Okay. And besides the car, what kinds of tools or devices do you end up needing to use for your job?

Interviewee: They send decals for Uber, it's like a decal that's for your car saying that you're an Uber driver.

Interviewer: Yeah.

Interviewee: Just so that your customer can recognize you and know who you are when you pull up to their house, job, wherever there at [inaudible 00:09:22]. And for DoorDash they don't have anything you just have a bag, a little bag you carry around like a thermal bag that you put the food in if it's cold or hot. Also, for Uber Eats it's kind of like the same thing but it's like a smaller symbol that goes next to the Uber decal. I really don't like the fact that they have to put decals on your car but I understand why. But it kind of messes up your car, if you think about it. The residue and the stickiness.

Interviewer: Yeah. I forgot to ask earlier, how long have you been working for each of these companies?

Interviewee: About a year.

Interviewer: About a year, kind of collectively for all of them?

Interviewee: Mm-hmm (affirmative), for DoorDash I started in March, so it hasn't been that long for DoorDash.

Interviewer: Okay, has anything in the time that you've been working for, especially companies like Uber or Uber Eats, has anything changed? In terms of the way that they talk to you, or payments, any of that stuff?

Interviewee: Uber hasn't [inaudible 00:10:34] lightly not much, it's not a big deal.

Interviewer: Yeah.

Interviewee: It's not a big difference but they have improved it, during a wait time I'm thinking by 50 cents per minute. That you're waiting on or the 5 cents a minute at first and then we went 10 cents a minute. That you are waiting on a customer that you will get paid out of the total cost for that person. And they also allow you to do daily withdrawals, daily payouts. They just recently started that not too long ago, it started at the beginning of the year.

Interviewer: Yeah, and was it before, were you getting paid at the end of the week? Or every two weeks?

Interviewee: It depends on how much your payout was.

Interviewer: Okay.

Interviewee: Usually depends on how much it was it has to be a certain amount before you are actually able to pay it out.

Interviewer: Yeah, with Uber and Uber Eats, have you been involved in testing any new software? Is there anything that they ask you to test for them?

Interviewee: No, no just surveys.

Interviewer: Yeah.

Interviewee: It will [inaudible 00:11:43] surveys asking how are you liking the company, how are the customers, or they ask you to rate the customers, you know things like that. But as far like testing no, they should be testing, to better understand their employees but they don't.

Interviewer: Yeah, how do these jobs compare to other jobs that you've had before?

Interviewee: It's quick money. [inaudible 00:12:12].

Interviewer: Yeah.

Interviewee: [inaudible 00:12:14]

Interviewer: Is it more difficult in some ways are there things about it that end up being more difficult?

Interviewee: Let me think, hold on give me one second.

Interviewer: Sure.

Interviewee: [inaudible 00:12:34], I'm sorry.

Interviewer: No, don't worry at all.

Interviewee: This kid, oh.....now, what was the question again?

Interviewer: Oh no, that's okay, I wondered if there were things about these jobs that are more difficult than other jobs that you've had before?

Interviewee: I wouldn't say so, there's nothing too difficult about the job.

Interviewer: Yeah.

Interviewee: It's just that your days can be long, they can be good, they can be bad, you kind of never know how much money you're going to make within a day. Maybe a bunch of people, may not be a bunch of people. You're going to be in all weather conditions, you're going to be in heavy rain, you're going to be in the heat, you know, things like that you're going to deal with customers. They might live in an area that you're not comfortable going into, its kind of challenging.

Interviewer: Yeah, yeah I'm sure. So you said, more or less you could predict how much you're going to earn with some of these apps? About how much do you earn in like an hour working for each of them?

Interviewee: It will all depend, it all varies. [inaudible 00:13:50] say about 30 minutes [inaudible 00:13:54] I can make close to, maybe sixty, seventy dollars. Close to like twenty dollars a head I guess is the thing. It all varies, it all varies on how much you pick up and how many customers you actually go pick up.

Interviewer: Yeah, Do you think this is, did you find this a pretty easy job to start doing, when you started?

Interviewee: Yeah, yeah its real easy, it was real simple. The background check came through instantly, the only thing I didn't like was putting all the extra personal information there, but I mean if that was part of it and I haven't seen no changes yet with my identity so....

Interviewer: Yeah. Okay, do you ever hear kind of rumors about Uber wanting to automate and have machines doing the driving, instead like the self automated cars?

Interviewee: No, I haven't. I hope not, it would be scary.

Interviewer: Yeah, okay, so, I guess do you end up worrying about the rumors about machines doing other kinds jobs?

Interviewee: Yes, it takes away from us. Like where, how are humans going to live. When we got computers doing everything.

Interviewer: Yeah, do you....

Interviewee: Like do we have to hire one just to make us money?

Interviewer: Do you think about what kinds of, are there jobs that you would like to have next?

Interviewee: Uh no.

Interviewer: No?

Interviewee: I wouldn't say so, its just a side thing, for extra income. I wouldn't take on nothing else, I mean these are fun, for me anyway, I don't know how everyone else feels about them but they're fine with me.

Interviewer: Yeah, and my last question is, do you consider yourself, self employed when you do this stuff or do you have a small business or how do you think about these extra jobs?

Interviewee: What do you mean?

Interviewer: Would you describe yourself as, like some of them refer to you as a freelancer and some of them refer to you as a contractor, do you think of this as part of your income as something where your kind of running a separate business or do you think of being, or would you consider yourself more an employee of these other groups?

Interviewee: Employee, I guess you would say. I would rather just be a freelancer. Really don't want to be stuck on to a contract because if I don't like it anymore then I can't get out of it. A contract is like a thing you agree to on and [inaudible 00:16:41] that you have to do and have to keep a quota for and you start not to like it and you should be able to leave on your own. Like if I want to stop today I should be able to leave now, like instantly, just quit or you know anything like that.

Interviewer: So you like the flexibility that comes with it?

Interviewee: Yes.

Interviewer: Yeah, all right. Great, that's all that I have for you today.