

Interviewer: All right. So you mentioned that you work for... Actually, will you tell me who you work for right now? What kind of work do you do?

Interviewee: I deliver for Uber mostly and DoorDash.

Interviewer: And with Uber do you do Uber Eats or do you drive passengers?

Interviewee: It's Uber Eats.

Interviewer: Okay. How did you find your Uber Eats job?

Interviewee: I actually was referred by someone.

Interviewer: By someone who is driving with it and stuff?

Interviewee: Yes.

Interviewer: So could they invite you to drive with them or how did that happen?

Interviewee: They actually told me about it.

Interviewer: Oh, and then you went to the website on your own and stuff? There wasn't like a-

Interviewee: Yeah.

Interviewer: Okay. What was the application process like?

Interviewee: It was pretty simple. You just have to provide driver's license, registration, insurance and the make and model of your vehicle.

Interviewer: Okay. With Uber Eats did you ever think about driving passengers too?

Interviewee: Yes at one point it was... I don't know if it's still like that, but at one point when you first sign up you have to actually drive passengers before delivering food as well.

Interviewer: Oh really? How long did you have-

Interviewee: Yeah.

Interviewer: How long do you have to do that? Is it like a week or something?

Interviewee: I think, I can't remember. I think it was either 10 or 15 drives that you had to do in order to qualify.

Interviewer: Yeah.

Interviewee: I can't remember exactly how many it was like a while ago.

Interviewer: Oh yeah. So then from that did you decide you wanted to focus on delivering food instead of people?

Interviewee: Yeah.

Interviewer: Why is that?

Interviewee: More so because with the food I could just pick up and I could have my baby with me.

Interviewer: Yeah.

Interviewee: Sorry, he's in the background.

Interviewer: That's okay.

Interviewee: I could have my baby with me and with the regular Uber I couldn't have him with me.

Interviewer: Yeah. Okay. And so between the three jobs that you just described, how do you decide which one you're going to work with?

Interviewee: Mainly I just stick now to Postmates and DoorDash.

Interviewer: Yeah.

Interviewee: Why is that?

Interviewer: It's more popular where I am, this area.

Oh, okay. That makes sense. So will you leave all three on, is it that you tell them I'm active right now or do you have to sign up for shifts?

Interviewee: Excuse me?

Interviewer: Do you sign up for shifts on the apps or do you just say I'm available now? What job do you have?

Interviewee: No, actually you just go on the app and just push online and they'll just send you jobs to do.

Interviewer: Oh cool. And so then you'll say, I'll take this one and I'll take this one.

Interviewee: Yeah.

Interviewer: And so do you end up having all of them open at the same time?

Interviewee: No, I usually just focus on one.

Interviewer: Oh, so how do you decide which one you'll do first?

Interviewee: I'll usually look at the map that they have and it'll tell you like how high the demand is in the area that you are right now.

Interviewer: Oh cool. Okay. That makes sense. So you kind of see what's going on and then strategize from that?

Interviewee: Yeah.

Interviewer: And when you started in any of them, did you have some kind of training or introduction to the job?

Interviewee: Yes. You watch a clip on how to pick the orders process them, you have to pictures of receipts and such and stuff like that.

Interviewer: Is that true for all of them or for more like DoorDash and Postmates?

Interviewee: That's more like DoorDash and Postmates. Uber, it was more, well no, you had to watch the introductory videos as well.

Interviewer: Yeah.

Interviewee: And you take quizzes with all of them as well.

Interviewer: What kind of quizzes?

Interviewee: Just quick quizzes on the videos that you watch. Like it would ask you what the receipt said, make sure you don't forget what's on the receipt if someone asked for no tomatoes or anything like that.

Interviewer: Yeah. Okay. Oh, okay. How long have you worked for each of them?

Interviewee: I signed up for Uber Eats like a year, maybe two years ago.

Interviewer: Yeah.

Interviewee: But Postmates and DoorDash I just got it to that this year.

Interviewer: Okay. Oh, so it's been... You've been doing this kind of work for a little while?

Interviewee: Yes.

Interviewer: Yeah. So when something goes wrong, do you have a manager that you talk to?

Interviewee: You have to contact customer service.

Interviewer: Is that true across all three of them?

Interviewee: Yes.

Interviewer: Okay. And were the contracts that you signed pretty similar for each one? Was it a similar kind of digital format and stuff?

Interviewee: Yes.

Interviewer: Yeah. Do you feel like you've had to develop any particular kinds of skills to do this job?

Interviewee: Kind of patience because sometimes you have to wait for the food and put it in and stuff like that.

Interviewer: Yeah.

Interviewee: So patience. Communication.

Interviewer: Yeah. Yeah, I'm sure. Okay. So how do you structure your work week? Do you try to work like eight hours a day? How do you do it?

Interviewee: I usually jut do it whenever I'm available. If I'm just driving out I'll just go on and see what's available.

Interviewer: Yeah. So do you do a little work every day?

Interviewee: Yeah, mostly.

Interviewer: Do you end up working on the weekends too?

Interviewee: Yeah, I really haven't done anything this week because they usually do like a bonus where for each delivery you get about \$4 but they took away the bonuses. So now you're only getting paid like \$3 so I really haven't done anything this week.

Interviewer: Oh no.

Interviewee: Since they took away the bonus.

Interviewer: So like \$3 a trip or like for an-

Interviewee: Yeah.

Interviewer: Yeah. Oh, okay. So then before that were you... So you said that you were working for the bonus parts. Do you have like a financial goal that you try to meet every week?

Interviewee: Yeah, I would make like, [inaudible 00:09:03] but since they the bonus I'm just like no. It's only like \$3.

Interviewer: Yeah. Were you trying to make a \$100 a day or a week?

Interviewee: At least a week.

Interviewer: Okay. Okay. Is there any other kind of data that you end up having... You mentioned that you took pictures of the receipts and you checked what was in the order and made sure that it was right. Is there any other kind of data that Uber or any of these other folks have you collect when you're doing the job?

Interviewee: No. I know that when they do alcohol so if you had to pick up alcohol. We would have to scan the ID or whatever. But I never got a alcohol trip.

Interviewer: Yeah. Okay. Has anything changed changed since you started working for Uber? Like in that time, has anything changed?

Interviewee: Nope.

Interviewer: No.

Interviewee: Nope.

Interviewer: The rates and stuff have stayed the same too.

Interviewee: Yes.

Interviewer: Yeah. Okay. While you've been working for Uber have you had to test any new software?

Interviewee: No.

Interviewer: No. How do these jobs compare to other work that you've done before?

Interviewee: It's a lot different because I'm used to doing nursing.

Interviewer: Yeah.

Interviewee: It's the big difference.

Interviewer: Yeah. Okay. So I have a couple questions about the... Oh, actually sorry I skipped one section. So with the work that you're doing now with this delivery work, do you think of yourself as someone who is an employee of Uber and DoorDash and these folks? Do you think about yourself as someone who's self-employed or does it feel like you're running a small business?

Interviewee: Kind of self employed and an employee.

Interviewer: Yeah.

Interviewee: Sorry, my son is crying.

Interviewer: That's okay.

Interviewee: Only because I feel self employed because now you're not really getting paid me anything so you're pretty much using your own gas and what not.

Interviewer: Yeah.

Interviewee: But employee because you're still getting paid something. Just not anything really.

Interviewer: Yeah. But then it also feels like an employee because of the structure of it or?

Interviewee: Yeah.

Interviewer: Yeah.

Interviewee: Yep.

Interviewer: Okay. Do you think you'll still be doing this kind of work in a couple of years?

Interviewee: No.

Interviewer: No? Yeah.

Interviewee: No.

Interviewer: Do you want to go back to nursing?

Interviewee: Yes.

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

Interviewee: Yes.

Interviewer: Why?

Interviewee: I actually saw something online yesterday about a self driving tractor trailer. That's not safe to me.

Interviewer: Oh man.

Interviewee: That's pretty scary.

Interviewer: Yeah. That sounds pretty scary.

Interviewee: It's scary to me.

Interviewer: What part of it scares you?

Interviewee: The whole thing?

Interviewer: Yeah. Yeah.

Interviewee: That's too much for me.

Interviewer: Yeah. So if Uber said that they were going to add some self driving cars to their fleet, would that make you nervous or would you be interested in it?

Interviewee: No, that would make me nervous.

Interviewer: Yeah.

Interviewee: Because anything could happen.

Interviewer: Yeah.

Interviewee: You know? Anything can malfunction or anything.

Interviewer: Yeah. Could you imagine them doing something like that?

Interviewee: Oh. I could see it because I could see it being a trend and everyone wants to follow a trend nowadays so I could see it.

Interviewer: Yeah. Okay. I think we got through all of my questions, so thank you so much for your time.