

Interviewer: Great. So can you tell me about the type of work that you do?

Interviewee: I work for Uber Eats, and I've been working with them for about a couple months now. It's decent pay.

Interviewer: Yeah.

Interviewee: They do have [searches 00:02:17] that come in throughout the week or they come more into the weekends than the week.

Interviewer: Yeah.

Interviewee: I pretty much like it because you're your own boss and you ain't got to go in and clock in anywhere. It's flexible hours, so you pretty much work at your own pace, your own time.

Interviewer: Yeah.

Interviewee: It's not a specific set amount of time that you have to work. You get 12 hours driving time. And what I do is I work all day.

Interviewer: Yeah. Oh, okay. So what time in the morning do you start?

Interviewee: I've noticed that it doesn't really get busy until the afternoon.

Interviewer: Okay.

Interviewee: I tried one morning and I tried about nine o'clock and I waited all the way up until 12, one o'clock to get an order.

Interviewer: Yeah.

Interviewee: That's one downside, because I'm a morning person and I like to get things done in the morning.

Interviewer: Yeah.

Interviewee: But other than that, it's pretty decent.

Interviewer: Okay. Okay. And then do you end up working pretty late at night? If the shift is kind of-

Interviewee: I work until 11 or 12.

Interviewer: At night?

Interviewee: Yeah.

Interviewer: That seems like a very long day. Does it feel like a really long day?

Interviewee: Yeah. I mean, the time driving and everything, I get tired sometimes, but I get coffee to boost myself back up or whatnot. But I got used to it.

Interviewer: Yeah.

Interviewee: And I like it because there's more traffic out on the road around three, four or five o'clock. It's rush hour.

Interviewer: Yeah.

Interviewee: And I don't like getting stuck in that, but if I get a order I have to.

Interviewer: I see. Yeah. Do you work every day of the week?

Interviewee: Yeah.

Interviewer: And this is your main job?

Interviewee: Yeah.

Interviewer: Okay. How did you find this job?

Interviewee: I found it through the Uber app. I went to my profile, it's a little tab where you just click on it. It brings out a whole row to see what you want to do and things you can do. And it says drive for Uber-

Interviewer: Yeah.

Interviewee: And I'm like okay. So I clicked on that and the process only took two days for them to verify everything, because they do a background check, they have to make sure that you got car insurance and your plates are up to date and all of that.

Interviewer: Yeah. Were you driving as a regular Uber driver before, and then you turn into an Uber Eats driver?

Interviewee: Yeah.

Interviewer: How long did you-

Interviewee: So-

Interviewer: Yeah.

Interviewee: The only thing I didn't like about Uber was that the people have pets, service animals.

Interviewer: Yeah.

Interviewee: Because I'm allergic to pets.

Interviewer: Oh no.

Interviewee: I had to deal with that and then I switched over to Uber Eats I'm like, I found out about this. It's the same app, [inaudible 00:05:25] Uber Eats to order food. So I have restricted on my app that I can only drive for Uber Eats.

Interviewer: Yeah. How long did you drive with Uber before?

Interviewee: I'd have to say for a couple of weeks.

Interviewer: Oh, okay. So you made the switch pretty quickly.

Interviewee: Yeah.

Interviewer: Yeah. And then how long have you been, how long, I guess, in total between both jobs, have you been driving with Uber?

Interviewee: I would say for a few months.

Interviewer: Yeah. So less than a year?

Interviewee: Yeah.

Interviewer: Yeah. When you started with Uber, did you have to go through some kind of training?

Interviewee: No.

Interviewer: No.

Interviewee: You just watched [inaudible 00:06:07] video, what to do and what not to do-

Interviewer: Yeah.

Interviewee: And if somebody cancels an order or whatnot, if you already have the food, they tell you to throw it out.

Interviewer: Oh, they don't let you keep it? [crosstalk 00:06:22] I figured that's such a waste.

Interviewee: Right.

Interviewer: And did you watch the video on your phone?

Interviewee: Yeah.

Interviewer: Okay. Do you have a manager or somebody that you talk to if something goes wrong?

Interviewee: No, there's actually, well they have a Uber hub. They have one in [city]. They have it in certain city.

Interviewer: Yeah.

Interviewee: That you can actually drive to and talk with somebody there.

Interviewer: Oh, okay. And if you need to call in, is there just a customer service line or something?

Interviewee: What you got to do, there's not an actual number that you could call, you have to email them.

Interviewer: Oh. So I guess if something goes wrong and it's an emergency, you kind of just have to wait anyway. That's annoying.

Interviewee: Yeah. It is.

Interviewer: I'm sorry. Did you have to sign a contract or something when you started?

Interviewee: No, you just fill out a little information of your home address, your first name, last name? What type of car you drive and all of that. It wasn't an actual application.

Interviewer: Okay. Do you feel like there are skills that you've had to develop to do this job?

Interviewee: I'm sorry, you said what?

Interviewer: Do you feel like there are skills you had to develop to do this job?

Interviewee: No.

Interviewer: No?

Interviewee: Definitely not.

Interviewer: Yeah. Is there any kind of data that you record or that Uber's app records for you?

Interviewee: The trip.

Interviewer: Okay. [crosstalk 00:08:01] And so do you have to check in and say, "Hey, I'm at the restaurant, Now I picked it up, Now I'm here." Do you give them kind of status updates like that?

Interviewee: Yes. I made sure that I do, because if it's, if I have to wait for the food, I just go on the app and I just hit "Waiting, orders not ready."

Interviewer: Yeah. Okay. So-

Interviewee: And then-

Interviewer: Yeah. Go ahead.

Interviewee: And then when I get outside their place, I either call them or I text them and I said, I have arrived. If you're at a hotel or whatnot, they'll tell me what room number and all of that good stuff.

Interviewer: Yeah. Okay. So how many hours do you end up working per week?

Interviewee: Per week? I would have to say 40 to 50 hours.

Interviewer: Yeah. And do you decide how many hours you're going to work based on a financial goal?

Interviewee: Yes. Pretty much, I just do it off of how busy the days are.

Interviewer: Yeah.

Interviewee: And I've noticed during the beginning of the month, I won't get that many hours, but I probably get 20 to 25 hours, at least. That's the minimum that I would get. But during the middle of the month, so the second week and the third week of the month-

Interviewer: Yeah.

Interviewee: It's real busy.

Interviewer: Oh. So you're trying to maximize what you can do?

Interviewee: Yeah.

Interviewer: Okay, cool. That's really smart. Cool. No one has told me that yet. So that's really interesting with the hours differing in the month. Okay. So are there other kind of tools that you have to use to do your job besides your car and your phone?

Interviewee: No.

Interviewer: No? And has anything changed since you started working for Uber? Have there been any changes in pricing? Or anything like that?

Interviewee: They have certain levels. They have, I'm on platinum right now.

Interviewer: Yeah.

Interviewee: I believe there's four different levels. It's, first is Uber, Uber pro, platinum and then gold.

Interviewer: And what does this mean? Yeah.

Interviewee: In order to reach platinum, you have to have 600 points. And it depends on how busy it is to how many points they give you. Some days it'll be five points a trip. Some days it'll be one point a trip. You just pretty much map it out from when you go into the app and there's a button that you click and it'll bring up how busy it is. And I pretty much base it off of that. I'm like I probably won't work for that long today. So then I have this other app on my phone, I switch to it. It's called Postmates.

Interviewer: Yeah.

Interviewee: I switch to it, and they don't really pay as much as Uber does, but at least it's something.

Interviewer: Yeah. Okay. So you'll kind of go between the two and see which one am I going to get a better deal from right now for working?

Interviewee: Yeah.

Interviewer: Okay. So what do the points turn into? Do you get anything for the points or it's just higher status?

Interviewee: You have more opportunities. They have rental car discounts, say that your car goes down, they'll give you the discount on a rental car. Hotels, they give you. For platinum, you get 15 to 20% off gas. They don't really pay for the wear and tear on your car, but they have little offers for maintenance fixes and all of that.

Interviewer: Okay. So the perks are just kind of smaller service things or some kind of treats for you-

Interviewee: Yeah.

Interviewer: But not food related? None of it's food related?

Interviewee: Oh, all of it is. The stuff that I've mentioned, I can actually tell you right now on the Uber app. But it provides, okay. Okay, for platinum, it gets up to 12% cash back on gas, 100% tuition coverage at an online school, you get to see direction and estimated time trip before you accept them. They provide dedicated customer support, free 24/7 roadside assistance, 25% off car maintenance. They do vacation giveaways and discount on car leases.

Interviewer: Oh cool. Okay. So you get a whole bunch of different options.

Interviewee: Yeah.

Interviewer: Did you know that would happen when you reached this status, or was it a surprise?

Interviewee: More opportunities. When I first started driving, they would give one order at a time. Now, I'd get two or three in one.

Interviewer: Oh, that's great.

Interviewee: So it's more money.

Interviewer: Yeah,

Interviewee: So it literally keeps me busy.

Interviewer: Yeah. Yeah. Wow, cool. Oh, they know you can handle it. So you're like, I'll do it.

Interviewee: Yeah. And the customers, they rate you as well.

Interviewer: Okay.

Interviewee: So if somebody doesn't like you, they'll give you a thumbs down. Your percentage will go down. If you don't accept orders, you can accept orders when you're on an order and it'll take you to the order after you drop off.

Interviewer: Yeah.

Interviewee: What I've noticed is that if you don't accept the order, your acceptance rate goes down.

Interviewer: Oh, interesting. Okay. And when they give you more than one job at the same time, are you usually delivering to the same neighborhood or picking up from the same place? Do they try to coordinate it that way?

Interviewee: Yeah. So I picked up from two different restaurants, there was two orders on one and it was one another. And the people that ordered the stuff, they were in pretty much the same area.

Interviewer: Oh, it's great.

Interviewee: It was just a mile down the road or something like that.

Interviewer: Yeah. Oh that's great. Yeah. And do you get tips and stuff on the orders? Is that how that works?

Interviewee: Yeah. They tip you, they can tip you in cash. I've been tipped in cash before and on the app?

Interviewer: Yeah.

Interviewee: The most happened as a tip was 14 bucks.

Interviewer: Cool. So with Uber Eats, is there a base pay for the hour and then you get tips? Or how does it work?

Interviewee: They give you based upon the distance you travel.

Interviewer: Okay.

Interviewee: That's what I've noticed. Sometimes it'll give you a price before you accept the order, and sometimes it won't.

Interviewee: So I was going to this order, it was 20 minutes away and it said \$14. So I hit it and I was on another order already. But afterwards, when I got to the destination to pick the stuff up and I had the food in the car and that was on my way, the person canceled.

Interviewer: Oh no.

Interviewee: But I still got paid.

Interviewer: Oh good. Okay. That's great.

Interviewee: Because I picked the order up.

Interviewer: Oh, okay. So if they had canceled before you picked up the food, would you not have been paid? Is that sort of when the threshold is of when you get paid or when you don't get paid?

Interviewee: Yes, that has happened to me before and when they canceled and I was on my way there, they still paid me the amount.

Interviewer: Okay. Yeah. All right.

Interviewer: Have you had to test any new software on the app before?

Interviewee: Something like Instacart or something like that?

Interviewer: Oh no. Has Uber been like, we want to try something new on the app. Will you give us feedback? Has that ever happened?

Interviewee: Feedback, I mean, I can't really see that. I can see when people giving thumbs up or thumbs down.

Interviewer: Okay.

Interviewer: Okay. How does this job compare to other work that you've done before?

Interviewee: I don't really do well with working with people in groups. Say for Walmart or Myer's or fast place.

Interviewer: Yeah.

Interviewee: I have a disability where I get frustrated easy.



Interviewer: Yeah.

Interviewee: And I don't work well with others that don't want to do their job.

Interviewer: Yeah.

Interviewee: So it's pretty much you're your own boss except when you're working for somebody, but you get the [inaudible 00:16:58] you get to get in your car and you get to go to the place to pick the food up and it's pretty quick. I have not went past five minutes for food.

Interviewer: Oh, that's great.

Interviewee: So, and then when I dropped the food off, it's just really quick.

Interviewer: Yeah.

Interviewee: And it works best for me because I don't really have to deal with anybody.

Interviewer: Yeah. Yeah, that makes sense. So with this, do you think of yourself as an employee of Uber, or do you think of yourself as a freelancer, are you running a small business? How do you think about your job status?

Interviewee: I feel like I'm an employee of Uber.

Interviewer: Yeah. Yeah. I guess.

Interviewee: And the best thing about it I like, is to make your own hours.

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

Interviewee: Yes, most definitely. For five [inaudible 00:17:49]. Now I'm in school for small groups and for entrepreneurship.

Interviewer: Yeah.

Interviewee: So I graduate next year, but definitely will keep this job on the side.

Interviewer: Yeah.

Interviewee: Because I don't have any work that day, or say I go on vacation somewhere, I can get a little bit of more spending money in.

Interviewer: Yeah. How do you balance school with driving?

Interviewee: I do my classes in the morning.

Interviewer: Oh right. Because you say yeah, morning is slow. So that makes sense.

Interviewee: Yeah.

Interviewer: Cool.

Interviewee: So I do my classwork in the morning sometimes. It's like if I have a paper to write or whatnot I'll come in early because my schoolwork, it does take time. And you got to research on things, because I'm in online school.

Interviewer: Yeah.

Interviewee: I don't go in and do on hand.

Interviewer: Yeah.

Interviewee: So it pretty much balances out because the whole morning is based on my schoolwork.

Interviewer: Cool. You mentioned that one of the perks that Uber offered was that it would pay for school stuff. Are they paying for your classes?

Interviewee: No, they only do certain online programs.

Interviewer: Oh I see.

Interviewee: They do, I'm not sure what ASU University is.

Interviewer: Oh yeah. Okay. I think it's Arizona State University.

Interviewee: Yeah.

Interviewer: That's one of the online ones. Yeah.

Interviewee: But I'm not going there, I go to the [inaudible 00:19:14] .

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

Interviewee: I've actually, I don't really watch the news like that-

Interviewer: Yeah.

Interviewee: Or I do my own research and I've seen there are self driving cars and all of that. I'm not really too much worried about it, because I am going into a career field within the next year and a half.

Interviewer: Yeah.

Interviewee: So if it were not to be available to me anymore it wouldn't be a problem.

Interviewer: Yeah. Yeah. But you feel okay about it. And if Uber said they were going to try to use some self driving cars, would that make you nervous, or would you be interested in learning more about it?

Interviewee: I would actually be more interested in learning.

Interviewer: Yeah.

Interviewee: To be honest. Because I mean you ride in the passenger seat of the car and the car drives itself where you can sit in the seat where it drives itself and pretty much, I feel like self driving cars, I think you can drive them or set it to where they drive themselves.

Interviewer: Yeah.

Interviewee: But I'm not too sure about that.

Interviewer: Yeah. Would you try to get one? Do you think you'd ever try to own one?

Interviewee: I would be interested in it, but I would be nervous at the same time because if something was to go wrong with the car, I don't know, I'm half and half on it.

Interviewer: Yeah. Does it seem like something you could imagine Uber trying to do?

Interviewee: I don't... I think they would.

Interviewer: Yeah.

Interviewee: In the near future, at some point in time.

Interviewer: Yeah. Yeah.

Interviewee: So that they would only have to not pay the drivers. They would pretty much base it off their own pay.

Interviewer: Yeah. Okay. Oh, I have one last question. Are there other types of jobs you'd like to do in the future?

Interviewee: In the future and career, I want to open up a dump trucking business.

Interviewer: Oh, cool. Okay. How did you decide on that? Yeah.

Interviewee: I'm sorry, what?

Interviewer: I was asking how did you decide on that?

Interviewee: I decided on it because I did a, dump truck drivers, they can make anywhere from a hundred, depending on how many trucks you have.

Interviewer: Yeah.

Interviewee: You can make from a \$100,000 to \$200,000 a year.

Interviewer: Wow, cool. I had no idea.

Interviewee: [crosstalk 00:21:55] Yeah. I just gathered all the information. My husband did some of the information and my stepfather did too. We all sat down and we mapped it out and did our own little research on it. So I feel like it'll be a really good thing to look into.

Interviewer: Oh, great. Cool.

Interviewee: [inaudible 00:22:13].

Interviewer: Yeah, that's interesting. All right, we got through all my questions. Thank you so much. I'm going to stop the tape.