

Interviewer: To start, what I would like to ask is can you talk to me about, the jobs that you have in delivery?

Interviewee: I have, I do delivery in DoorDash.

Interviewer: And how long have you done each of these?

Interviewee: Since January.

Interviewer: Okay. So it's been about 9 months now? Almost 9 months.

Interviewee: Yes.

Interviewer: Yeah. Do you, how did you end up finding these jobs?

Interviewee: Just I was at work one day, and, you know people were talking about it, and I said I'm going to try this, and I tried it, and I love it because I get to see the city and I meet different people.

Interviewer: Oh cool. Do you have a full-time or a part-time job in addition to these roles?

Interviewee: No. That's all I do.

Interviewer: Okay cool. Did you have a, you said you were at a job when you'd heard about them? Were you at a previous job that you've left?

Interviewee: Yeah I was a full-time employee at a hotel. I was a front desk office manager.

Interviewer: Okay. So then do you do these two jobs full-time? Is that what you're doing during the weekend?

Interviewee: Yeah.

Interviewer: Okay cool. How many hours do you end up working for each one during the week?

Interviewee: About forty.

Interviewer: About forty. Oh cool. Is it pretty even split or how do you decide which one you'll work for?

Interviewee: It depends what DoorDash you actually schedule a time. So my time, when I for instance, if I schedule my time for DoorDash from one to five, I do DoorDash one to five and then I do Uber Eats in between my breaks or before one to five.

Interviewer: Oh okay. So Uber Eats is a little bit more flexible?

Interviewee: Yeah. Uber Eats is more flexible. It's more you just log on and you just go.

Interviewer: Yeah. How far in advance do you sign up for your time slots on DoorDash?

Interviewee: You say how what?

Interviewer: How far in advance do you get to sign up for your time slots on DoorDash?

Interviewee: Twenty-four hours the schedule is, but sometimes, for instance, if somebody's schedule comes up from one to five tomorrow, and something happened and they jump out of it, it'll give you an opportunity to take the miles up [inaudible 00:04:09]

Interviewer: Is it competitive to sign up for the times, do you have to kind of sit on the app and get it as soon as possible?

Interviewee: It's first come, first served, so if you see, you better go in and schedule for it now because you go back now it's not going to be there.

Interviewer: So do you have a strategy for this?

Interviewee: For what?

Interviewer: Do you have a strategy for getting your time slots?

Interviewee: Yes. I get up in the morning. It's easy to do it in the morning time than day, because I feel like it's more, how I can say? It's more guaranteed. Yeah. It's more I'm up and I'm ready. If I do it at night-time, when I get up in the morning I be like uuuurrr.

Interviewer: Did I really want to do that? Yeah.

Interviewee: It happens yeah, so I have to psych myself, so instead of doing that, I just try to do it in the morning time, it's better for me. Get up in the morning, [inaudible 00:05:06] get myself ready and go.

Interviewer: Yeah. So do you try to have a work day that's kind of normal working hours like morning into evening or how do you think about?

Interviewee: Yeah. I do, for instance, my baby has to be at school at seven forty-five. So do I it from eight to five.

Interviewer: Oh okay. So you do what you would have done in a full-time job really?

Interviewee: Yeah.

Interviewer: That's cool. Are there busier times of day too?

Interviewee: Yeah. For DoorDash [inaudible 00:05:34] time. For Uber Eats it's afternoon time, like after five.

Interviewer: Okay. So it's like dinner, early dinner, some time in there?

Interviewee: Yeah. And it depends on the weekdays. On the weekend both [inaudible 00:05:46].

Interviewer: Yeah.

Interviewee: Or holidays. Or rainy days, rainy days they pop too.

Interviewer: Oh yeah.

Interviewee: Yes.

Interviewer: Do you, is that part of your job card, the kind of weather, dealing with the weather?

Interviewee: Yeah sometimes it is. It's just, I mean if it's storming I don't get out there. If it's raining [inaudible 00:06:05]. You know, in [state] it rains but it don't rain. It's like we can really predict the weather. We will be, okay, if the raindrops are hard it's not going to rain that hard, it's not going to rain all that long.

Interviewer: Yeah.

Interviewee: I don't go in the house, because by the time I get in, I leave from out there and get to the house it starts raining, so I just stay out there.

Interviewer: Yeah. With storms and more serious weather, do they ever, does either company ever reach out and say don't do it now, it's too dangerous? Do they give you that kind of warning? Or do you have to decide on your own?

Interviewee: We haven't got any dangerous weather yet for them to do that, but I think if it's coming up like a hurricane or something-

Interviewer: Yeah.

Interviewee: I don't know what their policy is on there for it, but we haven't had a dangerous storm yet, so for [inaudible 00:06:51] if they do do it-

Interviewer: Yeah.

Interviewee: So I wouldn't know.

Interviewer: So when you started, was there any kind of training or an introduction process to the job?

Interviewee: There was an introduction process, it was a tutorial, like this is what you need to do. Like before you start it's things like a link where you go on. Like Uber Eats has a link where you go on and it shows you different [inaudible 00:07:18] and different deals that you can do. If you want to do it now, you can actually go on the app and if you want to know

about the [inaudible 00:07:28] or if you want to know how to get more trips, then it's on there. It's like you're trying out [inaudible 00:07:33] you trying out [inaudible 00:07:34]

Interviewer: Oh so they keep giving you kind of new advice and strategy?

Interviewee: Right. And then they also shoot you emails, like if something happens they'll just tell you different tips on doing better. One time a customer missed something. They didn't have what's in their bag. They just sent me a message. Look, next time make sure you check the bag before you deliver it to the customer, so you won't have that mistake again.

Interviewer: Yeah. Okay. So it sounds like a lot of it is like a machine taxi where you get an email.

Interviewee: Yes.

Interviewer: Has there ever been a person?

Interviewee: It's just an automated email. Yeah we can actually call. They'll call you too.

Interviewer: Okay. So there's a person who does customer service stuff or something?

Interviewee: Yeah.

Interviewer: Cool. Is that person a manager? Do you have a human manager or is it sort of your app is your manager?

Interviewee: It's a human.

Interviewer: Yeah.

Interviewee: And there'll be different people. It won't be one person. Like you say you've only got my contact information. Uber Eats, the whole Uber Eats have my contact information, so I won't hear the same person when I talk to somebody. It'd be a different person every time.

Interviewer: Oh I see. And if you run into an issue, is there someone that you get to talk to?

Interviewee: Yeah. If I run into issues I can call and they'd pick right up.

Interviewer: Okay. But it's still like a variety of different people might pick up, it's not, you don't have one boss or something.

Interviewee: No I don't have one representative [inaudible 00:08:53].

Interviewer: Okay. And so when you sign onto these jobs, do you have to sign a different kind of contract for each one or are the contracts pretty similar?

Interviewee: They are really similar, pretty much go to the destination, pick the food up, take it to the customer, don't delay time. It's pretty all the same.

Interviewer: Yeah.

Interviewee: It's probably worded differently, but it all means the same.

Interviewer: Yeah. Is the payment structure pretty similar for both of them?

Interviewee: No. Uber Eats pays you for your distance, your time. DoorDash don't. DoorDash don't pay you for your distance, your time. And DoorDash don't give you all your tips.

Interviewer: Oh okay. Do they pay you more like an hourly rate at DoorDash?

Interviewee: DoorDash say they pay you ten, but sometimes you can get one trip for seven dollars. But Uber Eats they pay you ten, they pay you ten. If you get, let's say with Uber Eats, if you get one trip, that trip better have it to the point that trip will be ten dollars. The distance would be ten dollars. Uber Eats does pay ten dollars an hour. DoorDash don't.

Interviewer: So between the two of them how much would you make in a day?

Interviewee: Between the two?

Interviewer: Yeah.

Interviewee: Let's say if I do one of them a day I'd probably make a hundred dollars a day.

Interviewer: Oh. If you were focused in, either Uber Eats or DoorDash. It's on-

Interviewee: If I do both I can make one fifty a day.

Interviewer: Okay. Oh so it's better if you-

Interviewee: And that's only one in a busier areas. Like I stay in [city 1], but if I go up to [city 2], which is two hours away, I make almost two hundred dollars.

Interviewer: Oh yeah, because there'd be more trips and stuff right?

Interviewee: With Uber Eats when I first started with them, they had a promotion, where each trip you get an additional one point six. You know, it will say what times one point six. So if your trip is five hours then times one point six, five hours times one point six, so you'd get more for that trip. But they don't do the promotions anymore, so we just go on by.

Interviewer: So then do you try to do, you mentioned earlier that you end up doing a little bit of both. How many days in general do you try to work for both companies each day?

Interviewee: Yeah I try to.

Interviewer: Yeah.

Interviewee: Because one of them, you know, one of them be busy and of them don't.

Interviewer: Yeah. Were there skills that you needed to develop to do your job?

Interviewee: I don't think I'd say, I wouldn't say you needed skills. It's pretty much like customer service. I've been in customer service for about twenty years. So it's pretty much like customer service.

Interviewer: Yeah.

Interviewee: Especially because like you take them their food. It's like let's go by the model, treat the person like you want to be treated. So, if I'm delivering their food, I deliver how I want my food to be delivered.

Interviewer: Yeah. Is there any kind of data that either DoorDash or Uber ask you to record or track while you're doing these jobs?

Interviewee: No they track all the data.

Interviewer: Yeah. Both of them?

Interviewee: Yeah.

Interviewer: But I assume that you-

Interviewee: I get it.

Interviewer: Yeah. Do you end up logging I made the delivery or it's done? Like you check something off?

Interviewee: Yeah. Yeah. DoorDash it's a little list to say, make sure you've got all the items. You go down the list make sure the items are in the van before you start delivery. Once you start delivery, it sends you a navigation with where to deliver it to. After you get done it sends you a receipt, they show you on the receipt how much they paid, the tips and they even show you the map of the location you went to and picked the food up. They don't give you the address anymore, once you get, once the address pops up in your GPS, and you deliver it you don't see the address anymore.

Interviewer: Okay.

Interviewee: I think that's confidential stuff we can't do a lot with.

Interviewer: Yeah. Is Uber pretty similar? Is there a checklist that they give you?

Interviewee: No.

Interviewer: Oh so they don't do that. Besides your car, are there other tools that you have to use to do the job? Do you have a phone that Uber gave you or do you have to use your own phone?

Interviewee: No. I wish it was that they gave us a phone and we get them to pay our phone bill, that would be lovely. I use my own phone, my own car. Uber don't have hot bags, so I have to use my own hot bag.

Interviewer: But did DoorDash give you one?

Interviewee: DoorDash gave me a hot bag, and they do give you a credit card [inaudible 00:13:27], they give you a credit card [inaudible 00:13:27], and they give a prepaid phone card. And if they don't prepay for the food it will be on the DoorDash card. [inaudible 00:13:39]

Interviewer: Yeah.

Interviewee: [inaudible 00:13:49]

Interviewer: Yeah. With Uber Eats does the customer pay in advance?

Interviewee: Yeah. [inaudible 00:13:57]

Interviewer: Oh I see. Has anything changed for either company since you started working for them?

Interviewee: Yeah it has. [inaudible 00:14:15] but now [inaudible 00:14:19]

Interviewer: Yeah. Have there been any new software sort of things that you had to test for either company?

Interviewee: [inaudible 00:14:42] app [inaudible 00:14:46]

Interviewer: Yeah. How do these two jobs compare to other jobs that you've had before?

Interviewee: [inaudible 00:14:54] meet new people and [inaudible 00:15:01] people [inaudible 00:15:04]

Interviewer: Yeah. Do you like these jobs better than the ones you had before?

Interviewee: I do. Because of the fact that [inaudible 00:15:13] my baby can be with me if I [inaudible 00:15:17] my baby can be with me.

Interviewer: Yeah.

Interviewee: [inaudible 00:15:19]

Interviewer: Yeah. Would you describe yourself as being self-employed or managing a business or being a freelancer?

Interviewee: I would say a little bit of both.

Interviewer: Yeah.

Interviewee: Yeah.

Interviewer: What parts of it feel like you are kind of running your own business?

Interviewee: [inaudible 00:15:48] I make my own hours, I make my own time, I go when I want to.

Interviewer: And what parts of it feel like being an employee or being like a freelancer?

Interviewee: There is the pay, I don't have control-

Interviewer: Yeah.

Interviewee: Of the pay. [inaudible 00:16:06] controls the pay, and my raise or anything like that. I feel like [inaudible 00:16:11] so long, I should be you know, I don't know, I guess with [inaudible 00:16:18] I can't say okay, I can't decide I should get paid more than them. I don't know how to go about [inaudible 00:16:22] be paid. I don't know how [inaudible 00:16:24]. How did they [inaudible 00:16:27]? How did they calculate that?

Interviewer: Yeah.

Interviewee: They give a breakdown but I just feel like they have to get [inaudible 00:16:40]

Interviewer: Yeah. So it feels like there is still some mystery between you and the company.

Interviewee: Right.

Interviewer: Do you feel like you have a boss or do you feel like you work for yourself?

Interviewee: I feel like I do have a boss, because I can do what I want, but I can't.

Interviewer: Yeah.

Interviewee: Because I feel like if I do something, like I still have rules, I can't do anything I want.

Interviewer: Yeah.

Interviewee: Just do deliveries. Taking of orders. Can't make any stops you have to go straight to work. If you delay the order. If they see that you have stopped they actually call to say is everything okay. Its like are you watching me?



Interviewer: Yeah. So it feels like they are watching you and it's like you're on a clock.

Interviewee: Why[inaudible 00:17:36] you didn't go straight to the [inaudible 00:17:38]

Interviewer: Yeah. Do you worry about machines taking over jobs or the self-driving cars? Do you worry about that stuff?

Interviewee: [inaudible 00:17:52]

Interviewer: Yeah.

Interviewee: My dad taught me I must live for today. Try not to figure out what's going on in the future. I live for today. I know it will happen eventually, but [inaudible 00:18:05] now before they do.

Interviewer: Yeah. If they ever told you that they were going to try to automate this job, would it make you nervous?

Interviewee: [inaudible 00:18:17]

Interviewer: Yeah. Do you think that's where these companies are headed?

Interviewee: Eventually.

Interviewer: Yeah.

Interviewee: Because they had [inaudible 00:18:32] Uber driver, he picked up somebody and he raped her. They had a case for that. They had a case of theft. They had a case where people stole the people's food. [inaudible 00:18:45] Eventually it's going to get like that.

Interviewer: Yeah. And then the last question I have for you is, are there other jobs that you'd like to do in the future?

Interviewee: Yeah.

Interviewer: Yeah.

Interviewee: [inaudible 00:19:06] job where I actually literally own my own business.

Interviewer: Yeah.

Interviewee: [inaudible 00:19:12] I'd rather be at home [inaudible 00:19:16]

Interviewer: Yeah. Okay. Thank you so much, these were all my questions.