

Interviewer: Great. So my first question is, Can you tell me a little about your delivery jobs? Where do you work?

Interviewee: I work at, I do Uber, Postmates, DoorDash, and those three I do.

Interviewer: Okay.

Interviewee: What I do with Uber, I just do UberEats, I don't do the driving app.

Interviewer: Okay. And then, how did you find these jobs?

Interviewee: Online.

Interviewer: Through the website of the company or was it a recruiter?

Interviewee: It was like Indeed and that.

Interviewer: Okay. Did you apply to all of them through the same platform?

Interviewee: Yes.

Interviewer: How long did it take between you finding the job and applying for it to start working for them?

Interviewee: Well with Postmates, it was like two days. With Uber it took like, I'd say like three days. With DoorDash, it about like a week.

Interviewer: Oh. Was is based on paperwork and stuff that they were checking up?

Interviewee: They were doing like background checks [inaudible 00:03:18].

Interviewer: Yeah. So how many jobs in total do you have right now?

Interviewee: I work for Postmates, DoorDash, and UberEats. Three.

Interviewer: Three. Okay. Do you have a manager in each of them, who contacts you?

Interviewee: Independent.

Interviewer: Yeah.

Interviewee: Independent. It's an app. Everything's through an app.

Interviewer: So then if something goes wrong, is there someone who calls you or talks to you? From each of them?

Interviewee: With DoorDash, DoorDash is the only one that has, that communicates with you very well. They the only ones that call you, if you running late to a delivery and stuff like that but Uber and Postmates doesn't.

Interviewer: Yeah. How long have you worked for each of these companies?

Interviewee: I'd say almost a year.

Interviewer: Almost a year. For each of them?

Interviewee: Mm-hmm (affirmative).

Interviewer: So did you start them all at the same time?

Interviewee: So, I started Postmates first. Then I started Uber. Then I started Dash. So I started them back to back, but like with a few days in between each other.

Interviewer: Yeah.

Interviewee: And all of them paid at different times.

Interviewer: Yeah. What made you decide to work for a few of them at the same time?

Interviewee: Excuse me?

Interviewer: What made you decide to work for a few different companies at the same time?

Interviewee: Oh, because I needed to be home more so making my own schedule.

Interviewer: Yeah.

Interviewee: Have to work one of them, a couple hours, another one a couple hours, and another one a couple hours. To be in [inaudible 00:04:46].

Interviewer: Yeah. So during the week do you strategize how you're going to divide up your time between the three companies? Or how do you decide when you'll work for each one?

Interviewee: Yeah, like during the week sometimes, like Wednesdays, or like Tuesdays and Wednesdays I might not go out. I would go out more like on Thursday, Friday, Saturday. And on Mondays because everybody's going back to work, ordering and stuff like that.

Interviewer: Yeah. And so in the course of a day, will you work for one in the morning and one in the evening? Or how do you decide when you'll work for each one, during a day?

Interviewee: Well, Postmates and DoorDash I work more overnight time because they get more clients then. Uber I work more during the day.

Interviewer: And do you have to sign up for shifts on any of them?

Interviewee: Yeah. We have to push the button and login but the only one you have to sign up for shifts is DoorDash.

Interviewer: Oh, okay. And so Postmates and UberEats are more based on when you decide to be active?

Interviewee: Yeah when you go online, yeah. But DoorDash you have to go on a schedule, a timeframe.

Interviewer: Yeah, okay. What kind of introduction did you get to each of these jobs when you started?

Interviewee: You get like free... They give you like rewards. And like, with Uber you get cash back with gas, you get all things you can have. And they [inaudible 00:06:14] free gas. Postmates, they give you like \$1200 bonus. With DoorDash, they really have no bonus so, but you get paid more money when you work for them.

Interviewer: And did you have to do some kind of training when you started on any of them?

Interviewee: No.

Interviewer: No? Did you sign a contract with each of them?

Interviewee: No, because they just did a background check and stuff like that. And you work for yourself but you work for a ... It's like independent but you've got to do like a [inaudible 00:06:46] and a tax form, but that's it.

Interviewer: So with all of these jobs do you think of it as you kind of run your own business or do you feel like you're an employee of three companies?

Interviewee: I don't know. I'm an employee for them because anytime they can like add the app for me [inaudible 00:07:05] if you want to work for them [inaudible 00:07:08] you work for this company.

Interviewer: Yeah. So it still doesn't feel like you're totally independent.

Interviewee: No.

Interviewer: No? Were there skills that you needed to develop to do these jobs?

Interviewee: Yeah. [inaudible 00:07:31]

Interviewer: Yeah. Is there any kind of data that they end up having you record or track when you're doing your jobs?

Interviewee: You do, [inaudible 00:07:45] trips, that's it.

Interviewer: That's it. Do you have to document on a checklist, this is the time I delivered it?

Interviewee: [crosstalk 00:07:55] Yeah you have to document [inaudible 00:07:59] And then when you get to the person's house, you gotta push it three times, it's a three step app. Each house is three steps.

Interviewer: Okay. Has anything changed since you started working for them?

Interviewee: Yeah, I would say with Postmates they good. All 3 of the apps been glitching really bad lately. I don't know what's going on with them, like, they'll say that you didn't do a ride, when you did a ride. Or, they not paying you your funds. Yeah it's been like really bad glitches in them, I don't know.

Interviewer: Yeah. Have they ever had you test any new software for the company?

Interviewee: Yeah, when they do the updates, it's called Beta, like you would be signed up a Beta program and you test out all the new things for everybody else through a little group. So it's like, the only thing it really be is they like change the way the maps look, or the colors, or the way the apps work, or stuff like that. It don't be really nothing really like dramatic.

Interviewer: Mm, Okay.

Interviewee: The only one that changes something now is Postmates just made the thing on they app that you can do groups, they can do a group delivery thing.

Interviewer: What is that?

Interviewee: Say like I'm at work over here, and my sister at work somewhere else, we both do a order together and get our food, on Postmates app.

Interviewer: Okay.

Interviewee: You might have to go to one place, like it's the [north of city], and then you might have to go a little towards the [east of city] to take the other person what they ordered together.

Interviewer: Okay, I see. Are there any tools or devices that you need to use your job.

Interviewee: Yeah, you have to have like a good cell phone, and like the little thing with [inaudible 00:10:01], you put it on your dashboard to hold your phone and stuff like that. A mount.

Interviewer: Yeah.

Interviewee: And they give you the [inaudible 00:10:12] the bags to keep the foods hot and stuff like that. I know with the pull with this bag, they took the bag. In Postmates and Door dash they give you a purchase debit card, because sometimes you have to pay for the food yourself.

Interviewer: Yeah. Okay, I see. So, how do you, how do these jobs compare to other jobs that you've had before?

Interviewee: They sweet. You know how when like nobody standing over you [inaudible 00:10:40] make your own schedule, you decide when you clock in and clock out. Yeah.[crosstalk 00:10:46] There's still rules, but you make your own rules too.

Interviewer: Do you try to work a certain number of hours per week?

Interviewee: Yeah. Yeah, I do. I probably just work like 8 hours a day.

Interviewer: Yeah. And then the...[crosstalk 00:11:10]

Interviewee: On the weekends I work a little longer, like 10, 12 hours.

Interviewer: So do you end up working everyday?

Interviewee: No, not like Tuesdays, Wednesdays, no.

Interviewer: Okay, so you do take, you take some time off?

Interviewee: Yes.

Interviewer: Do you know how much you end up getting paid per day or per week?

Interviewee: In a good week you can make, I'd say like 500 dollars, in a good week.

Interviewer: Yeah, how much... do you have like a goal for each day that you're trying to make?

Interviewee: At least like 100 dollars maybe 150.

Interviewer: Yeah, but there's some variation?

Interviewee: Yeah, some days, I make some days, I might make like 50, 55. Some days have good, it's rarely like, it depends on the area you live so. How many other people out doing it also, so it varies sometimes. I think the lowest I ever made was like 200 a week, one week.

Interviewer: Yeah. Does it vary by company? Do you notice a big difference in how much you're paid by company?

Interviewee: Door Dash pays the most, they give you guarantee, like it shows you the amount you're gonna make for the trip. Postmates pays less but you get more deliveries with them. Yeah, so like Door Dash I'd say a average you get paid like from 12 to 15 dollars a trip. With Postmates a trip you might get paid 5 dollars [crosstalk 00:12:43] 8 dollars. Uber it varies, they have hot spots, they have hot times, but Uber the most you might make on one trip is like 12 dollars, the least you might make with Uber is 7.

Interviewer: Is there one that you prefer working for?

Interviewee: DoorDash.

Interviewer: Yeah, is that just because they pay better, is that why?

Interviewee: They pay better yeah. But all this cause Uber, Uber may pick up something from a third location, and you'll have to just drive a hour out. They say, they don't tell you the destination at first. But Door Dash, they tell you the destination so you can accept it or not.

Interviewer: Oh, I see. Okay.

Interviewee: Yeah.

Interviewer: Okay. Do you, so I want to as a couple questions about machines and technology, do you worry about self driving cars?

Interviewee: No.

Interviewer: No? Do they, or I guess machines taking over other kinds of jobs. Is that something that...?

Interviewee: Yeah, Yeah.

Interviewer: Yeah? Do you ever hear any rumors about one of these companies trying[crosstalk 00:13:59] to do this stuff?

Interviewee: Yeah. [crosstalk 00:14:03]

Interviewer: From through?

Interviewee: Some of them its like an automatic, there's nobody you can get in contact with.

Interviewer: Yeah. Oh, you mean when you need to talk [crosstalk 00:14:13]

Interviewee: They always write you back and. Especially you like need them, like, totally need them. You always have to write in like a text message or they never talk to you directly, only one that talk to you directly is Door Dash.

Interviewer: Okay, yeah. So, if they were saying we're thinking about doing some self driving cars or some kind of automation. Would that make you nervous?

Interviewee: No.

Interviewer: No. Where do you think, do you think these companies will change in the next couple years, where do you think they'll change?

Interviewee: I don't know. Probably in a couple years, or a few years down the line, they probably wind up merging together. You know one company outside the other company or something.

Interviewer: Yeah.

Interviewee: Yeah.

Interviewer: Are there other kinds of jobs you'd like to do in the future?

Interviewee: No, not really.

Interviewer: No. Do you like doing this kind of work?

Interviewee: Yes.

Interviewer: Yeah. And then my last question is. With the shifts that you're doing between these different things do you have a strategy for signing up or for scheduling yourself?

Interviewee: Yeah, I have the, because you can't do them all at the same time on your cell phone. Cause one will knock the other one off so you have to like set times. Like, I'm do this one this time, so like, with like, Door Dash I do it like mid evening, Uber I do that on more for the day like, and Postmates I do it like overnight, because it's better overnight for Postmates.

Interviewer: Yeah. So are your working hours kind of like afternoon into the evening most of the time, or how do you structure a day?

Interviewee: Probably like noon to like say like 12 to 7.

Interviewer: Okay, I think that is everything that I wanted to ask you.