

Interviewer: So can you tell me a little bit about your jobs? What kind of delivery work are you doing right now?

Interviewee: Oh, sorry. I do the Uber Eats, and I also sometimes drive for Lyft and Uber.

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

Interviewee: Oh, Craigslist.

Interviewer: Through a recruiter on Craigslist?

Interviewee: Yes.

Interviewer: What did you have to do... Once you talked to the recruiter, what was the process like to get the job?

Interviewee: I had to present my driver's license. I had to present insurance, as well. And, I also had to get my car checked out, [crosstalk 00:01:59] their... How do you say it? Like, through their company to make sure the car is up to date with everything.

Interviewer: Yeah. Was that the application for both Uber Eats and Uber? Was it a joint application?

Interviewee: Yes.

Interviewer: Oh, okay. But then, is it the same app when you're driving for passengers and when you're picking up deliveries?

Interviewee: No, it's different.

Interviewer: Oh, so do you have more than one app on your phone for this?

Interviewee: Yes.

Interviewer: Okay. How do you decide which one you're going to have as active?

Interviewee: I go to each... I go to either one.

Interviewer: Okay. So, you'll leave Uber Eats on for a while and do some work there, and then switch to Uber?

Interviewee: [inaudible 00:02:49] to Uber, yes.

Interviewer: How do you decide between Lyft, Uber, and Uber Eats, when you'll work for each one?

Interviewee: For example, one week I'll do Uber Eats and Uber, and then the next I'll just do straight Lyft. And then, I'll kind of alternate like that.

Interviewer: Yeah. Is that just based on trying to do a little bit of work for each one, or do you have a strategy?

Interviewee: Yes, I don't want them to think that, "Okay, I'm just... " Outside of [inaudible 00:03:24] these two, but I don't want them to think that I'm just sticking with this one. I want to spread it around. Every little bit helps.

Interviewer: Yeah. I'm sure. How long have you worked for each of these companies?

Interviewee: It's been like a year now. Almost a year.

Interviewer: Oh, did you sign up for all of them at the same time?

Interviewee: No. First, it was Uber and Lyft. And then, a friend of mine recommended Uber Eats because she was like, "You're doing Uber. You might as well do Uber Eats, too." So, I was like, "Okay, good point."

Interviewer: Yeah. It seems like an easier transition. What kind of introduction did you have to your jobs? I guess in all of them.

Interviewee: What do you mean?

Interviewer: Like, when you got the job, did they do any kind of training to help you figure out how to do the job?

Interviewee: Well, a boyfriend of mine, he drives for Uber, as well. So, I kind of... You're not supposed to, but I kind of rode around with him to get the hang of it. And, that was like my training. I was like, "This is easy." You put the address in, and go to the UPS spot. "If you're there, okay, fine. I can do that."

Interviewer: Oh, so your training was more through a friend rather than the company? It wasn't like you have to go through this training?

Interviewee: No, it was... Yeah, it was cool. Hands-on, I guess you could say. I didn't really have their training.

Interviewer: Yeah. So, once they made you the job offer, did they say, "Okay. Now just download the app, and it has instructions there"?

Interviewee: Yes. If you download the Driver's Side instead of the Passenger Side, and it takes you from there.

Interviewer: Yeah. Oh, okay. When you have an issue, is there a manager or someone that you get to talk to?

Interviewee: They have a number that you.... I've never had issues, but I know they have a number that you could contact in case you do have issues. So, I guess the principal will contact you back, but I've never had an issue.

Interviewer: Okay. But, you don't have one specific boss, manager, person, that you talk to?

Interviewee: No.

Interviewer: Okay. And when you started, did you have to sign contracts for each of these jobs?

Interviewee: Yes.

Interviewer: Do you remember anything that they said in the contracts?

Interviewee: Not really.

Interviewer: Not really. That's okay. Is there any kind of data that they have you record or track when you do these jobs?

Interviewee: The passenger. The time it takes for you to get there when you pick up the passenger. You have to click that you have the passenger. That's how they know that you have someone. Then, when you finish, you click that you're done.

Interviewer: Yeah. And then, what kind of data does it show you after you hit, "I'm done"?

Interviewee: That the transaction was complete.

Interviewer: Okay. But, does it show you how much you're going to be paid then or do you find out at the end of the day?

Interviewee: The end of the day.

Interviewer: Okay. So, they tell you just the whole, "This is how long you've been working, and this is what we're paying you for that time."

Interviewee: Yes.

Interviewer: Okay. So, it doesn't break it down by individual trip?

Interviewee: No.

Interviewer: Okay. Are there any differences between that process and what you do for Uber Eats?

Interviewee: No, it's pretty much the same thing. Is, I pick up the food, and then I say that I got the food. And, when I deliver the food, I click that I delivered it.

Interviewer: Yeah. Do you have to bring like a credit card or something to pay for the food, or is that paid for by the customer?

Interviewee: That was paid for already by the customer.

Interviewer: Okay. So, the only thing you have to do is pick it up and take it to the next spot.

Interviewee: Yes.

Interviewer: All right. Do you feel like there were any specific skills you had to develop to do this job?

Interviewee: Well, multi-tasking, because when you are with a client, they're talking to you, trying to hold a little conversation. But then, you're also trying to keep your eye on, "Where exactly do I go, because I'm not familiar with the area?" Because sometimes, if you go the wrong way, people do complain on that. It kind of interferes with tipping, and sometimes refunds may come into play at that, too. So, you have to stay focused.

Interviewer: Yeah, I'm sure. How do you think about structuring your work week? Do you try to work 40 hours a week? Or, how do you think about a workday?

Interviewee: I try to work 40 hours, yes. But if I can't, then I can't. I mean, I can only do so much, because I have a son.

Interviewer: Yeah. So, do you have like a goal for a day or for the week?

Interviewee: It's whatever I could do, because like I said, "Every little bit helps." And this is just to put extra money in my pocket.

Interviewer: Yeah. Yeah. So, you don't have like a financial goal for the day or the week? You just do whatever you can.

Interviewee: No. Yeah. Because I'm not going to be like... I'm not going to kill myself trying to do this 40 hours each week. If I don't get it, then I'm all depressed, and I can't get with that.

Interviewer: Yeah, that makes sense. Do you know more or less how much you get paid an hour for Uber Eats?

Interviewee: It all depends on, like I said, the people's orders. Like, if a person is ordering this from McDonalds, that's what I get paid. I get a percentage of that. I don't [crosstalk 00:09:56]-

Interviewer: Oh, you get a percentage. Yeah. Okay. So, it's not like a flat rate for the hour. It's a percentage of the order-

Interviewee: I wouldn't know like the hourly rate.

Interviewer: Yeah. Then, does it end up being more consistent when you're driving for Uber or Lyft? How much you make per hour?

Interviewee: Per hour? I know like on a good day, I make at least 200.

Interviewer: Okay.

Interviewee: A day.

Interviewer: Yeah.

Interviewee: Let me just say-

Interviewer: Yeah. And, I guess that matters... Or, the variation is more based on how many trips and how long they are, right rather than-

Interviewee: Exactly. Yes.

Interviewer: Okay. So, does that seem like it's a little bit more stable in terms of work?

Interviewee: Yes. But you know, like you said, the time it takes... It is time consuming because you are driving and if you have to fill with gas. And, the trips, usually they'll take a minute, that's probably not right around the corner.

Interviewer: Yeah, for sure.

Interviewee: And so, you decide this is [inaudible 00:11:00].

Interviewer: Yeah. Besides your car and your phone, are there any devices or tools that you have to use to do your job?

Interviewee: No.

Interviewer: No. Has anything changed since you started working for either of these companies?

Interviewee: The GPS kind of sort of got better.

Interviewer: That's good. That's great. Yeah.

Interviewee: Because I know like before, just to go around the corner, they take you around the world. So, they're kind of working on the GPS which is really good.

Interviewer: That is good. Have you had to test any new software for either company?

Interviewee: Nope.

Interviewer: No. And then, how does this work compare to other jobs that you've had?

Interviewee: It's more flexible. Like I said, I try to get 40 hours a week, but if I can't, "Oh well." And, it's less stressful when you think about it, because you are putting in your own hours.

Like, I could get off right now, off the phone call, like, "Okay, I'm going to clock it." And, it works for [inaudible 00:12:12] hours, too, when I come back home. So, instead of clocking in 8:00 in the morning, and then having to be there all day, [inaudible 00:12:20] two, three o'clock. So, it's less stressful and it's more convenient.

Interviewer: Yeah. What kind of work have you done before?

Interviewee: I worked at an animal hospital. And, I've done cashiering at the [grocery store]. And, I was receptionist for a nonprofit organization.

Interviewer: Yeah. So, with the work you're doing now, do you consider yourself an employee of these businesses? Do you think of yourself as kind of like a freelancer and someone who's self-employed? Or do you think about it as running a business?

Interviewee: A freelancer.

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

Interviewee: Yeah. I mean, not as often, but, yes. I'll still dabble in it here and there.

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

Interviewee: Definitely want to open up my own hair salon. But, that's a lot of funny stuff.

Interviewer: Yeah. And that's a different kind of work.

Interviewee: Yeah, so, I'm working towards that.

Interviewer: Very cool. So, I have a couple of questions to end this with that I'd like to... I have a couple questions about the future of work. Do you worry about things like self-driving cars?

Interviewee: Yes.

Interviewer: And do you also worry about other places where machines might start doing different kinds of jobs?

Interviewee: Yes.

Interviewer: If someone told you there's a chance that Uber or Lyft was going to use self-driving cars, would that make you nervous or would you be interested in it?

Interviewee: Both. But, it will make me more nervous because technology is very tricky. But it's the computer, basically. Any computer is hackable, and I've watched enough movies to know that anybody could hack anything. So, I don't want to be driving or in the back seat of my self-driving car, and someone decides they want to hack all the self-driving cars to run into each other, God forbid something crazy like that. I don't think that

would be cool. But, as they talk about it, I don't really see it happening, because like I said, technology is... Even though we have advanced to a certain degree, we're not ready for that level yet.

Interviewer: Yeah. So it feels far off.

Interviewee: Yeah.

Interviewer: I know what you mean. But, you also said that there were parts of it that interested you. What part is interesting to you?

Interviewee: I don't know. I mean, it'll be cool to be sitting in the back seat and the car is driving itself.

Interviewer: Yeah. Yeah, for sure.

Interviewee: I wouldn't be buying that.

Interviewer: Yeah. Okay.