

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

Interviewee: I'm doing a lot of jobs right now. They're all self-employed.

Interviewer: Yeah. What are they?

Interviewee: Oh, I'm doing Lyft and I'm a hair stylist, mobile hair stylist. And I'm doing Uber and Uber Eats.

Interviewer: Yeah. You do have many jobs. When you're thinking about your day, how do you decide which one you'll do at any time?

Interviewee: Whenever I have a slow day, I just pick what I want to do.

Interviewer: Yeah.

Interviewee: If I don't have clients, I just do Uber Eats or Lyft.

Interviewer: Yeah. Do you have a preference between the two? Is there one that you like doing better than the other?

Interviewee: Oh, I like to do Lyft better.

Interviewer: Yeah? Why is that?

Interviewee: Because I meet people I can talk to.

Interviewer: Yeah. Is the payment more stable with what you'd earn in an hour of Lyft compared to an hour of Uber Eats?

Interviewee: Say it again.

Interviewer: Is the amount of money that you'd earn for the hour more stable in Lyft than Uber Eats?

Interviewee: Yeah. Yeah.

Interviewer: Can you tell me about how you found your Lyft job?

Interviewee: My what job?

Interviewer: Your Lyft job?

Interviewee: Oh, internet, I guess.

Interviewer: Yeah.

Interviewee: Google it. Then I just start doing it.

Interviewer: Yeah. How did you find the Uber Eats job?

Interviewee: In the same way.

Interviewer: Same way? What was it like to start your Lyft job? Did they provide any training?

Interviewee: Yeah, online.

Interviewer: Like videos and things?

Interviewee: Mm-hmm (affirmative).

Interviewer: How long did it take from that training process until-

Interviewee: Like a day.

Interviewer: Oh, okay.

Interviewee: Every time when they have something new, they email it to you.

Interviewer: You mean in terms of tips and things, or what do they send you?

Interviewee: Say it again?

Interviewer: What do they send you? You said that they email you when they have something new. What do they send you?

Interviewee: Oh, like maybe a new promotion or maybe new options in the app or something.

Interviewer: Oh, okay. So they just keep providing you information about the technology?

Interviewee: Yeah.

Interviewer: Is that the same for Uber Eats?

Interviewee: Mm-hmm (affirmative).

Interviewer: And it was the same kind of day-long training process when you started working for them?

Interviewee: Yeah.

Interviewer: Did you start by driving with Uber and then do Uber Eats? Or did you start with Uber Eats and then start driving for Uber, too?

Interviewee: I don't do Uber. Just Lyft and Uber Eats.

Interviewer: Oh, have you thought about driving for Uber? Or you're not interested in it?

Interviewee: I like Lyft better.

Interviewer: Yeah? Why is that?

Interviewee: Because I think it's more classy.

Interviewer: Okay.

Interviewee: Because in my neighborhood, we are Lyft.

Interviewer: How long have you worked for Lyft?

Interviewee: Whew. A year.

Interviewer: And how long have you worked for Uber Eats?

Interviewee: Oh, just a couple of months.

Interviewer: With Uber Eats, do you have a manager or someone that you talk to if something goes wrong?

Interviewee: I just email them.

Interviewer: Like a customer service desk or who do you email?

Interviewee: Yeah.

Interviewer: Yeah?

Interviewee: Yeah.

Interviewer: Is that the same with Lyft? Or is there a specific person that you could talk to?

Interviewee: Yeah.

Interviewer: Same for both of them?

Interviewee: Yeah.

Interviewer: With these jobs, did you have to sign contracts to work there?

Interviewee: No.

Interviewer: No? Was there just... You gave them your application and then they sent you an app to download? Or what was that process like?

Interviewee: Yeah.

Interviewer: Yeah?

Interviewee: Yeah. Yeah.

Interviewer: Yeah. Are there skills that you had to develop to do either the Lyft or the Uber Eats job?

Interviewee: No. No, it's just like more customer service, you know?

Interviewer: Yeah.

Interviewee: That's all.

Interviewer: Is there any kind of data that they record or track when you're working?

Interviewee: Yes, they do have something on the app. They can see when you're working, especially when you come online, to see when you're online, you know?

Interviewer: Yeah.

Interviewee: That's how they keep track.

Interviewer: Yeah. And so, between your jobs, do you try to work a certain number of hours per day?

Interviewee: Yeah.

Interviewer: How many hours do you try to work per day?

Interviewee: Four. At least four, maximum eight.

Interviewer: Okay. And do you try to take days off during the week or do you end up working every day?

Interviewee: I just work it from Monday to Friday, and weekends I have babies. That's why I work so hard.

Interviewer: Yeah. So with that, do you try to earn a certain amount of money per day or a certain amount of money per week?

Interviewee: Yeah. Per day.

Interviewer: How much do you try to earn per day?

Interviewee: \$150.

Interviewer: \$150?

Interviewee: Minimal, minimal.

Interviewer: Yeah. Do you earn the most from your hairdressing job?

Interviewee: Yeah.

Interviewer: And then the other ones, the Lyft and the Uber Eats, are to supplement and try to reach your goal each day?

Interviewee: Yeah.

Interviewer: Yeah.

Interviewee: Yeah.

Interviewer: Besides your car and your phone, are there other types of tools or devices that you need to use to do your job?

Interviewee: My phone and the car is all I need.

Interviewer: Yeah.

Interviewee: In all my work, my phone and the car is the most [inaudible 00:06:42] stuff I really need to do my job.

Interviewer: Yeah. Has anything changed since you first started working for Lyft?

Interviewee: No.

Interviewer: No? Has anything changed since you first started working for Uber Eats?

Interviewee: No.

Interviewer: Have you been involved in testing any new software for either of these companies?

Interviewee: Say it again?

Interviewer: Have you had to test any new software for either of these two companies?

Interviewee: Oh, no.

Interviewer: No?

Interviewee: No.

Interviewer: And how do these two jobs compare to other work that you've done?

Interviewee: I like it. I mean, I always do what I like. I'm never going to do a job that I don't like.

Interviewer: Yeah. Does the work feel different than something else you've done? Or you've mentioned that it's sort of like customer service. Have you done a lot of customer service work before?

Interviewee: I like working with people. I like talking to people. I like stuff like that, that's why I like to do a job with all these people around.

Interviewer: Yeah. Yeah. Okay. And so you also mentioned that you consider yourself self-employed. It sounds like you run a business with your hair salon work. Do you also consider yourself sort of like a freelancer or someone who's self employed when you work for Lyft or Uber Eats?

Interviewee: I don't understand that question.

Interviewer: Okay. So do you think of yourself as an employee of Lyft?

Interviewee: I'm self-employed. I get to pick my own hours with my own schedule.

Interviewer: Yeah, that makes sense. Do you expect to still be doing Lyft and Uber Eats in a couple years?

Interviewee: Oh yeah.

Interviewer: Yeah.

Interviewee: Why should I stop? I don't know. If there comes something more attractive to do during the way, just give it up.

Interviewer: Yeah.

Interviewee: Because I only do Uber Eats and Lyft when I have no clients to do hair, just to fill my daily [inaudible 00:08:46].

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

Interviewee: Oh yeah, I do. It's always an open challenge for me to learn more, get connected to more people.

Interviewer: Yeah. So now I have a couple of questions about automation and the future of work. Do you worry about self-driving cars?

Interviewee: Self-driving cars? What do you mean?

Interviewer: There's the technology that is starting to be developed in the US where these cars are able to drive themselves. So they wouldn't need-

Interviewee: Oh really?

Interviewer: Oh yeah. Okay. Yes. Yeah, so they're starting to develop them and they are testing them in California in a couple of different places. They're still not allowed in most cities and things and they have a lot of technical issues that they're working on. But they're a technology that a lot of people are excited about. So I wondered if you had heard about them and if you were worried about them because you drive with Lyft. Are you worried about them?

Interviewee: Oh yes, I do because I don't need or don't want them.

Interviewer: Yeah. If Lyft told you they were going to try to use self driving cars in your city, would that make you nervous or would you be interested in seeing how they work?

Interviewee: Both.

Interviewer: Yeah?

Interviewee: Because I don't know if there's a need of [inaudible 00:10:12] or to upgrade the cars, that a car's going to drive automatically, you know?

Interviewer: Yeah.

Interviewee: On the other hand, I'm very excited too, just to operate it, too.

Interviewer: Yeah. I guess, where do you think Lyft is headed? Do you think that they have any interesting strategy stuff that you've heard about or any kind of growth that you're interested in?

Interviewee: I don't know what's that [inaudible 00:10:36]. Say it one more time.

Interviewer: Sure.

Interviewee: Ugly, enough.

Interviewer: No, that's okay. I was wondering if you saw... Are there any changes that you've seen in Lyft about where they're trying to grow as a company that you think is interesting?

Interviewee: Oh yeah.

Interviewer: Like how?

Interviewee: I like every new thing they have, open position. I will go.

Interviewer: Yeah, yeah. Yeah. Do you see Uber Eats also expanding in interesting ways?

Interviewee: Not really, but it's okay.

Interviewer: Yeah, that's okay. Okay. I think we got through all of my questions.