

Interviewer: I think it's working now. Okay, you said that you work for Uber Eats and you work for Lyft, was that the other one? I think it's finally working now.

Interviewee: Mm-hmm (affirmative). Yeah.

Interviewer: How did you find your Uber Eats job?

Interviewee: If I'm not mistaken, I think I clicked on a advertisement on Instagram and it was one of those little advertisements that pops up. I was trying to look for something on the side, where I can earn some cash instantly. I thought that that was a good idea to do.

Interviewer: Yeah, for sure.

Interviewer: How did you find your Lyft job?

Interviewee: I think when I was looking, because I was kind of researching Uber Eats and stuff and I think Lyft came up on one of the website I was looking on. When I was researching Uber Eats, people were talking about there are times where you're not going to really have any deliveries right then because now everybody delivering at a certain time. So I was like, "Okay, if I'm already out, what's something else I can do to pickup the extra time and the extra money?" So I was like, "Why don't I do Lyft at the same time, so when I don't have a Uber Eats order, then I could just take Lyft orders."

Interviewer: Yeah, that makes sense. Oh, cool.

Interviewer: How long have you been working in each of these jobs?

Interviewee: About a year and a month, maybe.

Interviewer: Did you get them both at the same time, more or less?

Interviewee: I got Uber Eats first and then Lyft came a couple weeks later after that.

Interviewer: Yeah, okay.

Interviewer: When you started with Uber Eats, was there any kind of training for the job that you had to go through?

Interviewee: There wasn't really any training. They'll send you a email of telling you how to do it and then you do it. The app does a pretty good job. When you press log on, it'll show you this is where this is, this is how you do that, or when you're ready to take in a order, press go. Stuff like that, the app does a pretty good job as well.

Interviewer: With Lyft, did you get a similar kind of start or was it different when you started?

Interviewee: It was pretty much the same.

Interviewer: Yeah, okay.

Interviewer: Do you have, with either of these jobs, do you have a specific manager that you can talk to if something goes wrong?

Interviewee: If something goes wrong and we don't know how to handle it, we'll usually just call Uber support or have the customer call Uber support and they'll handle it. We don't really have managers or supervisors that we talk to.

Interviewer: Yeah, okay.

Interviewer: If you're calling in, it's a different person each time who tries to help you out?

Interviewee: Yeah, it's basically like customer service.

Interviewer: Okay.

Interviewer: When you started, did you have any contracts you had to sign to start work?

Interviewee: No.

Interviewer: No? You downloaded the app and it probably said, "Okay, yes. Terms of service."

Interviewee: Yeah.

Interviewer: That kind of thing? Okay.

Interviewer: Do you feel like there were skills you had to develop to do both or either job?

Interviewee: Say that again.

Interviewer: Were there any skills you had to develop to do either job?

Interviewee: Not really any that you really have to develop. I've worked in customer service pretty much since I've started working, so I know how to handle people, make eye contact, just different customer service skills that I've developed before I started working for Uber and stuff. Kind of transferred that over to Uber and Lyft. Pretty much it.

Interviewer: Is there any data that Uber has you record when you're doing an Uber Eats delivery?

Interviewee: The only thing that I could think of right now is if we're going to pick-up order from the restaurant, there's a little button there to click if the food isn't ready or there's a problem, like a serving problem, that needs to be solved. It allows us to do a thumbs up and thumbs down for both, like I was saying, to about the restaurant and I think the customer as well. I think that's some pretty good data that they collect as well.

Interviewer: Yeah.

Interviewer: With Lyft, do you have to record anything?

Interviewee: I think, similar to the thumbs up and thumbs down like Uber Eats, I think Lyft has a star rating system. You can rate the people that you're giving rides to.

Interviewer: Between these two jobs, how many hours do you try to work per week?

Interviewee: It really kind of just depends on me and how I'm feeling that week because I work another job during the week. I do Uber and Lyft on weekends. Like I said, it kind of depends how I feel. Maybe six to nine hours a week, on just the weekends.

Interviewer: Does it depend on which one's busier? That's how you'll decide which one you'll do?

Interviewee: Yeah, it depends a lot on what's busy and how many orders I can get and the time of the day and things like that.

Interviewer: Do you have a full-time job during the week? Is that what you were saying?

Interviewee: I have another part, I'm still in school.

Interviewer: Oh, okay.

Interviewer: Yeah, school's a job and then you also have another part-time job?

Interviewee: Uh-huh.

Interviewer: Oh, cool.

Interviewer: Can I ask what your part-time job is?

Interviewee: Part-time I work for the school. I'm a office assistant.

Interviewer: Okay, cool.

Interviewer: So you're in the same place as a student and then going to work.

Interviewee: Mm-hmm (affirmative).

Interviewer: Okay. Wow, you do quite a lot of work during the week between all these different things.

Interviewee: I try to hustle.

Interviewer: Do you ever end up at the end of the day, during the week, do you ever end up taking on some Lyft or Uber Eats jobs or it really is kind of just on the weekend?

Interviewee: I have done that before. I be really on that adrenaline from the day and I'll just tell myself that I really don't feel like [inaudible 00:08:10]. So I don't do that. But not long, maybe like an hour or two, maybe. That's all dependent on how busy it is that night as well.

Interviewer: Do you have a financial goal that you try to meet for the week, in terms of earning?

Interviewee: Not really. I never really set like a little weekly goal.

Interviewer: Is it more dependent on how much energy you have to keep working?

Interviewee: Yeah.

Interviewer: Yeah, that makes sense.

Interviewer: Do you know about how much you end up earning when you drive for Lyft for an hour?

Interviewee: Like I said, that kind of all depends on how busy you are. I'm in [city] so it's not really that busy and then also, you have to drive in certain parts of town. I mean, I can make, if I take at least five rides, I can probably make six or seven dollars off of it. Then you make tips sometimes as well.

Interviewer: Not all the time?

Interviewee: Yeah.

Interviewer: I'm sorry to hear that.

Interviewer: With Uber Eats, is it a similar rate and do you get tipped with Uber Eats?

Interviewee: You can get tipped with both of them.

Interviewer: Do you know about how much you would make on an hour of Uber Eats trips?

Interviewee: I would say around the same, maybe another six or seven in a run. I prefer driving with Uber Eats because they have this little thing called promotion and it's basically like, within a certain hour or something, you can earn an extra 1.3 times the amount that you're going to be getting from that run and stuff like that. Just different little promotions like that, that I think really makes that program stand out. They also have stuff like before you accept a run, if you accept it, then we'll give you an extra five dollars on top of what you would have made. They have little things like that that kind of treat their employees.

Interviewer: Besides your car and a phone are there any other tools you need to use to do the jobs?

Interviewee: I need the hot and cold insulated bags to keep the food hot or cold or whatever it is. I think that's pretty much all I bring. I usually keep that in my car so I can hop in the car and go.

Interviewer: Has anything changed since you started working for either company?

Interviewee: Nothing I can think of off the top of my head.

Interviewer: With either of them, have you had to test any new software?

Interviewee: I've had to do what with it?

Interviewer: Have you had to test any new software for either company?

Interviewee: No.

Interviewer: You mentioned before that these jobs are similar to customer service work that you've done before. Are there any other similarities between these jobs and things that you've done before?

Interviewee: I mean, besides talking with customers. A couple years ago, I used to be a delivery driver for Pizza Hut, so this kind of was very similar to it. The only difference is with Pizza Hut you go through your store, pick the pizza up, and deliver it to people in your area. But with Uber Eats you could pick up from a store outlet across town and deliver it somewhere out of that store's radius. I think that's the biggest difference that I can think of, which I kind of like.

Interviewer: You like that you're going other places and not just your neighborhood?

Interviewee: Yeah, it gives you a chance to socialize and sometimes even the opportunity to network and things like that. A lot of restaurants, the food isn't ready yet, and blah blah blah. So you have to sit there for a while. Those people sitting around are other employees and things. Just strike up a conversation and it's a good chance to socialize.

Interviewer: Oh cool.

Interviewer: So do you end up meeting lots of folks who work in the restaurant or do you meet other Uber Eats folks and other delivery folks?

Interviewee: I meet a good mix of both. I've met other Uber drivers or they got companies like Grubhub and DoorDash. I've met other drivers and I've gotten chances to talk to them and be like, you know what's different from it. What you like about it, what you don't like about it. I mean, surprisingly a lot of the stuff's the same. The same company in another name.

Interviewer: Has it ever made you want to switch companies or do you like Uber Eats still?

Interviewee: I have done Grubhub, but I think I liked Grubhub as much as I did Uber Eats. Oh yeah, another thing with both of them, with Uber Eats, you don't have to schedule a time to drive, you just press go and you literally go. But with things like Grubhub and DoorDash, and I think another one, but you actually schedule the time that you're going to work. I mean, you can still press go and go, but priority orders are given to people who are on the schedule. I don't know if it makes sense or not.

Interviewer: Yeah, yeah. Absolutely.

Interviewer: Do you think about yourself as an employee of these two companies or do you think of yourself as a freelancer or do you own a business and you're kind of doing delivery work? How do you think about your employment status?

Interviewee: It's a mix of both. I would say I'm employed, pretty much, just a part-time employee.

Interviewer: Do you expect to still be working at these jobs in a couple years?

Interviewee: It just depends on what type of job I can land after college and how much free time I have on hand. I don't like too much idle time. I'm pretty sure I'll still be doing it on the side if I don't have anything else to do.

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

Interviewee: Like as far as delivery or like any job?

Interviewer: Any job, yeah, any job.

Interviewee: I mean, I'm in school for social work so hopefully I'll get a job as a social work or case manager some day.

Interviewer: Cool.

Interviewer: Now I have a couple of questions about the future of work. Do you worry about stuff like self-driving cars?

Interviewee: Not really. I think it's a good thing. It's innovative, but then again not everybody drives that good in cars. It can be kind of dangerous on the road as well.

Interviewer: You mean to have a combination?

Interviewee: I'm sorry?

Interviewer: You mean to have a combination of self-driving cars and people driving their own cars, that seems dangerous?

Interviewee: I was referring one or the other because I mean you've got a few of them on the road and one of them is just a robot and the other one's actually being drove. In real time,

make decisions like getting over and stuff like that so kind of dangerous [inaudible 00:18:37] anybody behind the wheel. I mean, it's also cool, so.

Interviewer: Yeah, I was going to ask if Lyft told you that they were going to start using self-driving cars, would that make you nervous or would you be interested in what was happening?

Interviewee: If they start using self-driving cars then wouldn't really be a job for me or anybody else. So that'll be kind of a loss of income as well.

Interviewer: Has Lyft said anything or has Uber said anything that makes you think that they might try to use self-driving cars?

Interviewee: No, honestly when they send me little emails and stuff, I don't really read them unless it has something to do with pay. But I don't really read any of the stuff and they don't say anything with notifications on the app.

Interviewer: That sounds good.

Interviewer: I have asked all my questions.