

Interviewer: I'd like to start with, could you tell me about the type of work that you do right now?

Interviewee: I'm a construction worker and I'm a delivery person.

Interviewer: What company do you-

Interviewee: I deliver packages through a resale wholesale company that delivers products to people, electronic devices like cell phones.

Interviewer: Oh, cool. Do you work for any specific delivery companies, like Amazon or Uber Eats?

Interviewee: For who?

Interviewer: For Amazon or Uber Eats or any of these folks?

Interviewee: Uber Eats.

Interviewer: Uber Eats. In addition to those two things, you also do some work for Uber Eats?

Interviewee: Yes.

Interviewer: I'd like to ask specifically about your Uber Eats job. How did you find this job?

Interviewee: Online.

Interviewer: Online. How often compared to your other two jobs do you end up working for them?

Interviewee: Four days a week.

Interviewer: Oh, so you do a little bit most days of the week.

Interviewee: Yes.

Interviewer: Is it like a couple hours in the evening or how do you structure it?

Interviewee: A couple of hours in the evening, part-time.

Interviewer: Is it like a consistent four days or does it vary what four days of the week you go to work for them?

Interviewee: It varies.

Interviewer: Varies. How-

Interviewee: I deliver food.

Interviewer: Yeah. How long have you worked for this company, for Uber Eats specifically?

Interviewee: A year.

Interviewer: A year. When you started, was there some kind of job training that you had to go through?

Interviewee: No.

Interviewer: No. When something goes wrong on an Uber Eats job, do you have a manager or something that you can talk to about it?

Interviewee: Supervisor.

Interviewer: Supervisor. Is it the same person every time?

Interviewee: Yes.

Interviewer: Do you call them or can you go meet with them? How do you find them?

Interviewee: Both.

Interviewer: Both. When you started with Uber Eats, did you have a contract that you had to sign?

Interviewee: Yes.

Interviewer: Do you happen to remember what it said in your contract?

Interviewee: Liability.

Interviewer: Oh, I see. Were there any kind of-

Interviewee: [Citations 00:03:26].

Interviewer: Oh, yeah. Where there any kind of skills you had to develop to do your Uber Eats job?

Interviewee: No. I just had to have a good driving record.

Interviewer: Is there any kind of data that Uber Eats has you record when you're doing your job?

Interviewee: I have to log in my GPS location and travel mileage.

Interviewer: Then I guess you'd probably say like, "I picked up the food. I've dropped it off." That stuff.

Interviewee: Right. I have to log in while at my drop off and pick up locations.

Interviewer: You mentioned that you have a couple of jobs. I'd love to know a little bit more about how you structure your work hours during the week. Do you work on the weekend? Do you take time off?

Interviewee: I don't work on weekends.

Interviewer: Everything is during the week?

Interviewee: Yes.

Interviewer: Then during the day, do you work like a morning shift at one of your jobs and then an afternoon shift at another one and then do evenings with Uber Eats? Or how does that part work?

Interviewee: I do my regular job in the morning hours. I do the Uber Eats during the evening.

Interviewer: With Uber Eats, with all of these jobs actually, are you trying to work towards a specific financial goal for the week or for the day?

Interviewee: For the week. So I can pay my bills.

Interviewer: Do you know about how much you earn a week?

Interviewee: I earn almost \$300 a week.

Interviewer: With the Uber Eats stuff, do you do that for when you're not earning enough from the other two?

Interviewee: Yes.

Interviewer: So you add, okay. It's sort of like this helps me pick up the slack.

Interviewee: I need two jobs just to pay my financial responsibilities like rent and stuff, utility bills I have to pay each month.

Interviewer: How many hours do you end up working per week?

Interviewee: I put in 23 hours a week.

Interviewer: Besides your car and a phone, are there any tools that you need to use to do the Uber Eats work?

Interviewee: No.

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

Interviewee: No.

Interviewer: No. Have they had you test any new software for the company?

Interviewee: No.

Interviewer: No. How does Uber Eats compare to other work that you've done before?

Interviewee: It allows me to have flexible hours.

Interviewer: Have you done kind of more customer service types of work before?

Interviewee: Yeah.

Interviewer: Yeah. Is it similar to those jobs?

Interviewee: Yes. Dealing with the customers and being polite to people. Making people feel comfortable when I deliver their food. That I'll be on time and be reliable and have their food delivered to them while it's still hot. People don't like cold food.

Interviewer: Do you consider yourself an employee of Uber Eats? Do you think of yourself as self-employed? Is this like a side delivery business that you're working on?

Interviewee: Just the delivery business I'm working on. That's all.

Interviewer: Do you expect you to still be doing this in a couple of years?

Interviewee: No. I'm not sure.

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

Interviewee: Well, I'm going into the construction business.

Interviewer: These are a couple of questions about the future of work. Do you worry about things like self-driving cars?

Interviewee: No.

Interviewer: If Uber Eats told you that they're going to start using some self-driving cars in their workforce, would that make you interested or nervous?

Interviewee: No.

Interviewer: Has Uber Eats sent anything over emails or called you or said anything about automated cars or anything like that?

Interviewee: No.

Interviewer: Those are all of my questions.