

Interviewer: Cool. All right, so can you tell me about what kind of delivery work you do now?

Interviewee: I deliver through Uber Eats, mainly, just picking up food from restaurants and taking it to whoever orders it.

Interviewer: Okay. And how long have you been doing that?

Interviewee: Two years, just about.

Interviewer: Do you do other work on top of working for Uber Eats, or is this your main job?

Interviewee: It's my main job, yeah.

Interviewer: Okay. How did you find this job?

Interviewee: Well, I was doing the Uber driver app, and then, when they started doing the delivery part of it, I decided that I wanted to do that instead of drive, so that's what I did.

Interviewer: Yeah? Do you prefer this job to when you were driving passengers?

Interviewee: Yes.

Interviewer: Can you tell me why?

Interviewee: It's just ... I don't know. I guess the fact of not having strangers in your car. I don't know.

Interviewer: Yeah, yeah, that's ... Yeah. Did you get any sort of training when you started working for Uber right at the beginning?

Interviewee: For the delivery part?

Interviewer: No. For when you were taking passengers.

Interviewee: No, not really. They showed me a video of basically what I would be doing. I'd get a ride, go to the customer, pick them up, and take them wherever the app told me to take them to.

Interviewer: Yeah. And was there some kind of training when you started doing Uber Eats instead of Uber with passengers?

Interviewee: [inaudible 00:02:45]. It was about the same thing. They just told you what you'd be doing in a video.

Interviewer: Yeah. And do they email you still, now that you've been there for a couple of years, with tips or advice or a new technology?

Interviewee: Say it again?

Interviewer: Since you've been there for a couple of years now, do they end up emailing you with other kinds of tips or advice over time?

Interviewee: No.

Interviewer: No. Do they send you kind of software updates that you have to install?

Interviewee: Yeah.

Interviewer: Yeah. Have you had to test any new software while you've been working there?

Interviewee: No, not any new software. Just whenever they have an update, I have to update my app.

Interviewer: Yeah. When there's an issue, do you have a manager that you talk to?

Interviewee: I have to call their support and have to go through them. It's not really a manager. She was like a representative that I talked to.

Interviewer: Yeah. And so, is it a different person every time?

Interviewee: Yeah.

Interviewer: Okay. And when you started, did you have a contract that you had to sign?

Interviewee: Just that ... It was a contract, but it's been so long ago, I can't remember exactly what it said. I know it said to uphold their standards or whatever, and make sure that the customer was number one, and stuff like that. But.

Interviewer: Yeah. Yeah, that's fine. Did you have to develop any particular skills to do this kind of work?

Interviewee: No, not really. No.

Interviewer: Is it similar to other jobs that you've had before?

Interviewee: No. Before I was ... I worked in the jail as a jail officer, so ...

Interviewer: Was that more like a 40 hour work week where there were specific hours you needed to be there?

Interviewee: Yeah.

Interviewer: So now, how do you try to structure your work day?

Interviewee: I work every day. I go online at 8:00 in the morning, and don't stop until about 8:00, 8:30 at night.

Interviewer: Wow. That's a very long day. That must be exhausting. Is it exhausting?

Interviewee: Say it again?

Interviewer: That seems like it's a very long day. Is it exhausting?

Interviewee: Sometimes. It just depends on how many deliveries you get, because there's never a guarantee, so that's why I stay online as long as I do.

Interviewer: Oh, I see. Okay. So you're not necessarily driving consistently the entire time.

Interviewee: Yeah.

Interviewer: Do you end up taking any days off during the week?

Interviewee: Not unless I have something to do, as far as with my kids or family.

Interviewer: Yeah. Do you try to earn a certain amount of money per week or per day?

Interviewee: I try to make about a hundred a day.

Interviewer: Yeah. For each day of the week.

Interviewee: Yeah.

Interviewer: Okay. Do you know about how much you end up making an hour?

Interviewee: On a good day, maybe about \$12, \$13 an hour. On a slow day, like today, probably about \$8 or \$9 an hour.

Interviewer: Yeah. Okay. Is there any kind of data that you record on your trips?

Interviewee: The only kind of data that I would think that I'd have to record is like if I get to a customer's house, or if I get to their place of business, and they send me a message saying that they put the wrong address in, and I have to find the new address. I have to let Uber know that. But other than that, no.

Interviewer: No. But is there like a checklist that you have to go through on the app to say what you're doing at any given time?

Interviewee: Well, when you get to ... When you accept a delivery, you can take ... You go to the restaurant and you get it, and then you say that you picked it up. And then, when you get to the customer's house and you give it to them, then you say that you dropped it off. But that's about it.

Interviewer: That's about it? Okay. Besides your car and your phone, are there any tools that you need to do your job?

Interviewee: No, not really.

Interviewer: Yeah. Okay. So now I have a couple of questions that are more about how you think about your job. Do you consider yourself an employee of Uber? Do you think about yourself as self-employed? Is this like you're running a small business?

Interviewee: Well, they make sure to tell you, at the beginning of it when you first sign up, that you're not employed through Uber, that you're contracted. So it's like you're self-employed, so ...

Interviewer: Okay. And do you expect to be doing this kind of work in a few years?

Interviewee: If I have to, yeah.

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

Interviewee: I'd like to get back into security somewhere along the line.

Interviewer: Yeah. So you enjoyed the job that you had before?

Interviewee: Yeah.

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

Interviewee: No.

Interviewer: No. Do you worry about other places where machines are doing different kinds of jobs?

Interviewee: I do, as far as I feel like that means there's going to be less jobs for everybody in general.

Interviewer: Yeah. So if Uber showed up and said, "We are thinking about automating Uber Eats. We're going to have self-driving cars." Would that make you interested or would that make you nervous?

Interviewee: It would make me nervous, because I feel like there would be no need for me then.

Interviewer: Yeah. Does it seem like that's something you could imagine Uber doing in the future?

Interviewee: Not in the next couple of years. Maybe further down the road.

Interviewer: Yeah, but it doesn't ... not like ... not anytime soon.

Interviewee: Yeah.

Interviewer: Okay. Yeah. I think we got through all of my questions