

Interviewer: So can you tell me a little bit about your delivery jobs? What kind of work do you do?

Interviewee: Okay. I work for mainly DoorDash. They're basically just a food delivery company that delivers within the [city 1] and [city 2] area. It's pretty straight forward. I'd go pick up the food at the restaurant. I either pay with the card if it calls for it or lot of times they'll just say, "Yeah I'm going to pay" or as soon as the food is delivered to the customer I get... That's pretty much my check. Nothing really too... It's pretty straightforward.

Interviewer: Yeah. Do you work with any other companies in addition to DoorDash?

Interviewee: Yeah, Grubhub. I worked [inaudible 00:02:15] and I am with Uber Eats but I've only done like one delivery with them. I wasn't really too keen on their... How much they pay for the delivery.

Interviewer: Oh really? Yeah. Can you tell me more about that?

Interviewee: Well, I found that... Excuse me. I found that for the amount of pay from most deliveries to the restaurant delivery was just really meager. It was like four or five bucks and it wasn't a good wage.

Interviewer: Yeah. Is-

Interviewee: So I didn't really like that. It didn't feel like it was worth it. I was burning more gas, you know?

Interviewer: Yeah. Do you get paid with tips addition to a base rate on DoorDash?

Interviewee: Yeah, they have an integrated tip system although sometimes I do get paid in cash for tips, but a lot of times the customer paid within system DoorDash app, you know what I'm saying? So basically DoorDash will supplement up to [inaudible 00:03:26] pay.

Interviewer: I see. Okay.

Interviewee: Yeah. So...

Interviewer: So I'm especially interested in the work that you've done with Uber Eats. I know you said that it's the one that you work with the least, but how did you find that job?

Interviewee: Well, it's just well known for one. So it's just more popularity or the missions of Uber Eats. Uber's pretty much everywhere. Well was the driving and then Uber Eats so I thought, "What the heck. I'll try all three of them." My wife encouraged me so I wasn't really satisfied with them, but I wasn't even going to try to sign up with them.

Interviewer: Yeah. Did you work with DoorDash first or which of the three companies that you mentioned, did you start-

Interviewee: DoorDash was the first.

Interviewer: And how long have you been working with them?

Interviewee: So probably maybe the end of last year, beginning of this year. Maybe I'd say October. I'd say September, October timeframe, give or take.

Interviewer: Yeah. And then when did you start with Grubhub?

Interviewee: I would say earlier this year.

Interviewer: And when was Uber Eats?

Interviewee: What's that?

Interviewer: When did you work for Uber Eats?

Interviewee: Not long. Probably two, three months ago. [crosstalk 00:04:53]

Interviewer: Do you still have that app on your phone or you've totally removed yourself from it?

Interviewee: No, I still have it. I still have all the apps. I haven't uninstalled it. It doesn't really hurt for me just to be on there.

Interviewer: Yeah. Do you ever sign on just to see what kind of jobs are available on Uber Eats?

Interviewee: No, not really.

Interviewer: Okay. When you started with DoorDash, was there any kind of introduction or training to the job?

Interviewee: Basically just go on, if I remember correctly, it's been a while. If I remember correctly you just watch a video brief of a delivery on how to access the app and accept orders and how to sign up for scheduling. Basically, yeah... Sorry I'm just going by memory.

Interviewer: That's okay. That's totally fine.

Interviewee: [inaudible 00:06:02]

Interviewer: That's okay. Was it a similar process when you started with Uber Eats?

Interviewee: Yeah, I had to watch... I remember having to watch a video on Uber Eats too. Yeah.

Interviewer: With DoorDash, do you have a specific manager that you can talk to if something goes wrong?

Interviewee: Basically no, not specific. Basically I just call the customer support. If anything goes wrong I don't have a one specific person.

Interviewer: Yeah. And is that the same with Uber Eats?

Interviewee: I think so. I never actually had to call anybody. I think they have a supervisor or manager or something or [inaudible 00:06:48] manager. I think they do. I never had to call them. Because I only took out one delivery with them so I made one session.

Interviewer: Yeah. When you started these jobs, was there a contract or something that you had to sign?

Interviewee: No, I don't... No. I don't believe so.

Interviewer: Yeah. It was just download the app and open it and do whatever it tells you to do?

Interviewee: Yeah, pretty much. If don't know... I found DoorDash was a lot more lenience. Grow probe is more stringent.

Interviewer: In what way?

Interviewee: Well DoorDash when you sign up for a schedule, you can end it early and not having pain. You just basically don't get any more orders for that time. Grubhub not so much. That effects your rating. If you were to end early or you cancel a block, what they call it. DoorDash, you cancel beforehand, they don't care if you canceled beforehand your schedule. But Grubhub, they do care and it will effect your rating.

Interviewer: I see. Is there a rating system on Uber Eats too that you saw?

Interviewee: I'm thinking. No, I don't [inaudible 00:08:18] Actually there might. They might have one.

Interviewer: Because it sounds like from the other two they're kind of scoring you based on, I assume if you get the right and it's on time and, and you take...

Interviewee: Yeah, yeah. Deliveries. DoorDash scores me on my timeliness, completion rate and acceptance rate.

Interviewer: I see. Yeah. But you think maybe there's something similar on Uber Eats?

Interviewee: Probably. If I remember correctly... I don't really recall much on the completion, I think.

Interviewer: Yeah.

Interviewee: Yeah.

Interviewer: Okay.

Interviewee: Well... or acceptance not completion.

Interviewer: Oh, I see. Is there any kind of data that these apps ask you to record while you're doing a job?

Interviewee: No, not really.

Interviewer: Just is there a checklist or something that you go through when you pick up an order.

Interviewee: Yeah, yeah. There's a checklist of items you pick up. When you pick up an item. Yeah. Some places, they ordered directly from the restaurant itself, not from... like for instance, several times I have worked with [inaudible 00:09:40] and they order from the restaurant so DoorDash don't exactly know what item the customer requested. You know what I'm saying?

Interviewer: Yeah.

Interviewee: So they don't know so I'll just have to pick up whatever they give me. But a lot of times there was a checklist of items I need to pick up the from the restaurant and you just check off and then make sure it's right and then bounce if everything's good.

Interviewer: Yeah. And so between these different jobs, how do you decide to structure your week?

Interviewee: I'm sorry, what was the first one again?

Interviewer: Between the different jobs that you have, how do you structure your work week?

Interviewee: Well, I also have a full time job too. So I work at a [gas station] graveyard, so I try to... So in the mornings to afternoon time, but before two o'clock so I have to go there to bed on my graveyard shift. So that's basically how I do it and basically structuring based for whatever is available, the scheduling. For DoorDash it's kind of hit me from when a schedule is available. If I can make it then I'll sign up for it. Grubhub, you can just make yourself available even if you're not in a block, which was pretty nice. DoorDash is not like that. You have to be actually on the schedule, on the schedule of whenever they need what they call Dashers.

Interviewer: Yeah. And with Uber Eats it seems like it's similar where you just say "I'm available right now" and then they send you out on a trip.

Interviewee: Yeah. They have that too. I don't even think they use a schedule so I think that's another good thing about them.

Interviewer: Do you notice, are there times where you'll mark yourself online to do some of the Grubhub work and notice that there isn't that much traffic and then do you end up looking at do Uber Eats one to see if there's more business there?

Interviewee: No, I try not... I haven't really done them, make myself available on too... Because I don't want to have to deny one to get to another. I haven't really done that. I thought about doing that but I don't. I don't think myself or stretch myself too thin on two to

three apps. I just try to focus on one like for instance Grubhub I'll really focus on Grubhub for that time. Now after the block is over and I'm done with them then I might go to Uber Eats or DoorDash.

Interviewer: Yeah.

Interviewee: Afterwards but not at the same time really.

Interviewer: Yeah. So do you end up working every day?

Interviewee: No, not everyday, no.

Interviewer: Do you take weekends off?

Interviewee: Sometimes.

Interviewer: Sometimes. Do you try to work towards a specific financial goal every week?

Interviewee: Well yeah, I have to pay bills. If I'm hurting then I try to work as much as possible on DoorDash for instance. Try to work as long and as many and as hard as I can. But if I'm not hurting hurting I might cut it a little short.

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

Interviewee: 40, 50 bucks if I'm doing the deliveries. I try anyways.

Interviewer: Yeah. And do you have... is there an end of goal? This is the number I'm trying to reach.

Interviewee: I've done try to get to... weekly I've done try to get to 200.

Interviewer: Yeah.

Interviewee: Maybe a little more, a little less.

Interviewer: That's with all of your jobs or with the delivery job focus?

Interviewee: Well it's mainly delivery.

Interviewer: Okay. Yeah. Because then you said your other job is a little bit more stable in terms of when you're working and the hours, right?

Interviewee: Yeah. Like I said, I have a full time graveyard job with [Local Gas Station]. It's a gas... You know. That's a more stable job. This is more like a sideline trying to supplement bills, supplement income for bills.

Interviewer: Yeah. Are there any tools or devices you need to use for your job besides your car and a phone?

Interviewee: Mainly just... Well, yeah. Phone and bag.

Interviewer: Yeah. Oh for-

Interviewee: That's pretty much it.

Interviewer: For temperature and stuff. Yeah.

Interviewee: Well yeah. For carrying food. There's no actually anything fancy. Doesn't matter as long as I have a phone with me, data and good GPS.

Interviewer: Yeah. So I want to go back to... You were saying one of the reasons you didn't like Uber Eats was that they sent you on a long distance. Are the trips longer with Uber Eats than they are with Grubhub?

Interviewee: Well, [inaudible 00:15:22] too terribly distant. Uber Eats wasn't... I mean it was this good way from the restraint to the delivery. It's just I didn't find the amount of pay to be worth the trip. That was just my biggest issue with them was just driving like five, six miles for four or five bucks just doesn't seem worth it to me. I'm probably burning that most gas just to get there.

Interviewer: Yeah. Is there more consistency in what you earn from DoorDash? Is it pretty consistent or varies by order?

Interviewee: DoorDash I find is more consistent really. I feel my delivery wages are more and I do get more scheduling with them.

Interviewer: Yeah. Okay. Has anything changed since you started working for any of these companies?

Interviewee: As in policy?

Interviewer: Yeah.

Interviewee: I can't... Not that I noticed.

Interviewer: Yeah. Have you had to test any new software for any of them?

Interviewee: No.

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

Interviewee: Delivery wise, I haven't had too much delivery experience before this. Well as a matter of fact, I really haven't had any delivery experience. I was start out in the military and then work with the tech and now... And basically I'm also security, so I really haven't done any delivering.

Interviewer: Yeah. Did you, did you have to develop any new skills to be able to do this kind of work?

Interviewee: No, not really. Mainly it would be customer service. It would be the main skill you need to learn. That would probably be the main one is customer service.

Interviewer: Yeah. So between these three companies, do you think of yourself as an employee of DoorDash and Grubhub and Uber Eats, or do you think of yourself as someone who's self employed? Are you a freelancer?

Interviewee: I think it's more like a contractor. I think you're either... What'd they call it? Well yeah, so they get out of having to worry about doing taxes and it's all on me. Which just kind sucks, but I guess it is what it is on that.

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

Interviewee: No. Not really. I'm just trying to just work until I can find a new job, a better job, something that's more my field.

Interviewer: Yeah. Are there jobs that you'd like to do in the future? What would you consider your field to be?

Interviewee: Well, I'm more of a tech... I'm more into IT. Technology, I love... I'm more of a technology junkie. Yeah.

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

Interviewee: No. I hadn't really thought about that. But they can't really deliver. I mean, I guess they can if the customer walks out to the car to get their food so it's... so no, not really. I think there's going to be a need for delivery drivers even with self driving cars.

Interviewer: Yeah. Yeah. So if DoorDash or Grubhub or Uber Eats or any of these folks said that they were going to try to use some self driving cars, would that make you nervous or would you be interested in it?

Interviewee: No, I don't think it'd made me nervous because I don't think that's going to happen.

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