

Exploring Food Safety and Occupational Behaviors Among Platform-to-Consumer
Online Food Delivery Couriers

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EXPLORING FOOD SAFETY AND OCCUPATIONAL BEHAVIORS AMONG
PLATFORM-TO-CONSUMER
ONLINE FOOD DELIVERY COURIERS

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ABSTRACT

In the digital age, consumers have the opportunity to utilize new channels when making purchasing decisions. In the restaurant industry, one of these new channels is online food delivery (OFD), wherein guests order food from restaurants via mobile applications such as DoorDash, UberEats, and Grubhub. The food these customers order is delivered by couriers, who in the industry function as independent contractors and are able to perform deliveries on their own schedules.

The global OFD industry recorded nearly \$31 billion USD in sales in 2018, up from \$26 billion in 2014. As this industry has grown, food safety experts have been cognizant of the potential public health risks associated with OFD. Sources report that, in isolated incidents, drivers associated with the most prominent delivery platforms have been witnessed touching ready-to-eat food with their bare hands, stealing food, and intentionally tampering with food. While some food delivery outlets such as caterers face regulation that requires specialized procedures for the temperature control of time and temperature control for safety foods, delivery companies generally are not.

There is little research on the food safety behaviors of OFD deliverers, which is cause for concern as consumers become increasingly aware of foodborne illness outbreaks in the foodservice industry. This study aims to tackle this perceived gap in the scientific literature by performing a food safety knowledge and behavior survey using online food delivery drivers as subjects and conducting exploratory qualitative analysis of structured interviews with experienced OFD deliverers.

INTRODUCTION

The worldwide ubiquity of smartphones and high-speed internet connections has drastically altered how consumers make purchasing decisions and complete transactions. As these and other devices increase the speed and efficiency of business, people find themselves without the time to dine out or cook food at home. In recent years, however, American businesses have begun offering customers a third option – the ability to purchase food online from mid-to-high end restaurants and have it delivered directly to their doorsteps (Hossain et al., 2000; Mehmet et al., 2012).

The American online food delivery (OFD) industry's growth was spearheaded by national pizza chains such as Pizza Hut and Domino's, who developed websites to increase revenue and tackle consumers' desires for convenience without having to alter their product or delivery methods. Pizza chains, Chinese restaurants, and other restaurant-to-consumer (R2C) systems are staples in the foodservice industry; how could other restaurant types manage the logistical and financial challenges associated with home delivery? The answer comes with third-party platform-to-consumer (P2C) intermediaries such as UberEats, GrubHub, and DoorDash. These companies hire armies of independent deliverers who transport food from restaurants straight to the consumer for a commission fee (Pigatto et al., 2017). According to Statista.com, the global OFD industry recorded nearly \$31 billion USD in sales in 2018. That same year, P2C delivery accounted for 37.6% of sales. By 2022, P2C is expected to account for over 40% of sales (Jaaskelainen, 2016).

As this industry has grown, food safety experts have been cognizant of the potential public health risks associated with OFD (Guillot, 2017; Maimaiti, 2018). Sources report

that, in isolated incidents, drivers associated with the most prominent delivery platforms have been witnessed touching ready-to-eat (RTE) food with their bare hands, stealing food, and intentionally tampering with food (Beach, 2017; Clay, 2017; Darrah, 2019). While some food delivery companies, notably catering companies, face internal and legislative regulation that requires specialized procedures for the temperature control of time and temperature control for safety (TCS) foods, P2C deliverers generally do not have these procedures in place (Texas Food Establishment Rules, 2015).

Even with these concerns, however, there is little research on the food safety behaviors of OFD deliverers, which is cause for concern as consumers become increasingly aware of foodborne illness outbreaks in the foodservice industry in the digital age. This study aims to rectify this gap by ascertaining self-reported behaviors that online food delivery couriers partake in when on the job. The primary objective of this study is to collect information concerning self-reported food safety behaviors from current OFD couriers through individual, structured interviews and through a widely distributed survey. This study also aims to evaluate the current level of food safety knowledge among OFD couriers by distributing a food safety knowledge examination to couriers. The results will be used to justify the design of targeted food safety training programs for couriers and determine which aspects of food safety would be critical in proposed curricula for these programs.

LITERATURE REVIEW

Online Food Delivery services, as defined by Pigatto et al. (2017), are those which provide order services, payment and monitoring of the process for foodservice establishments but are not responsible for the preparation of food. OFD services are characterized within the larger realm of online-to-offline E-commerce (O2O). The structure of OFD services can be divided into two sectors: restaurant-to-consumer (R2C) and platform-to-consumer (P2C). R2C is characterized as the system wherein a foodservice establishment which prepares food onsite to be delivered directly to the consumer by a member of the establishment's staff, whereas in P2C systems food is prepared onsite and transported and delivered by an independent driver hired by a third-party intermediary platform. R2C systems provide restaurants with an additional source of revenue without expanding seating or hiring additional staff (Yeo et al., 2017). P2C systems provide this same revenue source to the restaurant, a large variety of options to the consumer, and consistent commissions revenue for platforms (Yeo et al., 2017; He et al., 2018).

Despite the growing prevalence of OFD services (Kimes et al., 2010), the words "online food delivery" are absent in recent top-tier food safety publications. However, several news outlets have begun covering stories related to contamination of food delivered through OFD channels and interviewing food safety experts to discuss the foodborne illness risks associated with these services (Guillot, 2017; Clay, 2017; Darrah, 2019).

The Centers for Disease Control estimates that each year, 48 million people get sick from foodborne illness and 3000 die (CDC, 2018). The Food and Drug Administration's

Food Code (2017) identifies five major risk factors associated with foodborne illness outbreaks:

- I. Improper holding temperatures**
- II. Inadequate cooking, such as undercooking raw shell eggs**
- III. Using contaminated equipment**
- IV. Purchasing food from unsafe sources**
- V. Practicing poor personal hygiene**

Of these, improper holding temperatures, using contaminated equipment, and practicing poor personal hygiene are especially relevant to P2C delivery, as conditions within delivery vehicles can exacerbate any microbial contamination occurring at the restaurant level or previously. There is a growing concern that food delivered in drivers' vehicles spends a significant amount of time in the "danger zone" of 41-135 °F, the ideal temperature range for bacterial growth (Guillot, 2017, James et al., 2006). Delivery times for popular food on OFD applications range from 20-70 minutes depending on location and how long the product takes the restaurant to make. The overwhelming majority of products delivered by OFD are hot-held, prepared food with notable exceptions including cold-held ice cream and milkshakes. To mitigate temperature abuse, some major OFD platforms recommend that drivers use an insulated bag, however only one provides a bag for drivers; drivers for other services are either expected to purchase an insulated bag or go without. Some platforms, including DoorDash, leave the decision to use an insulated bag to the foodservice establishment, such as in the case of an ice cream shop requiring insulation for delivery (DoorDash Food Safety).

For OFD drivers, the most important pieces of equipment are their vehicles. Most major P2C services, including DoorDash and Postmates, have no requirements on what type of car can be used to deliver food. Other platforms such as UberEats require their drivers to drive a car that is 15 years old or newer (UberEats). However, no major OFD platform studied has any requirements regarding the cleaning or sanitation of vehicles, leading parts of the car (such as the seats and trunk) to become contact surfaces with containers of food and possible vectors of foodborne illness. There are also no regulations found restricting the presence of pets or additional people in the vehicle. Vehicles are not regularly inspected as typical foodservice vehicles would be (such as food trucks or catering trucks), yet they are required to be insured. For the drivers who use insulated bags, there are no regulations on how often the bags are cleaned or sanitized.

Both the FDA Food Code and the Texas Food Establishment Rules outline practices designed to reduce the level of physical, chemical, and biological contaminants in served food, however the relative novelty of OFD has left an apparent lack of regulation on OFD services in comparison to other foodservice concepts (FDA Food Code, 2017; Texas Food Establishment Rules, 2015). P2C OFD services, however, generally try to self-regulate the safety of the food their drivers deliver. UberEats, a predominant P2C service, requires its drivers to “follow all food safety rules and regulations” and deems food safety violations a terminable offense (Uber Legal). Several OFD services maintain food safety by incorporating cleanliness as part of customer satisfaction. DoorDash warns its employees that “hot bags last longer and can help with customer ratings when they are clean.”

While several publications discuss customers' intent to purchase OFD (Grunert and Ramus, 2005; Punakivi and Saranen, 2001; Quevedo-Silva et al., 2015), and restaurants' intent to enroll in P2C services (Pigatto et al., 2017; See-Kwong et al., 2017), there is little discussion on how the quality and safety of delivered food affects either of these intents. Harris et al. (2017) describes the negative impact foodborne illness outbreaks can have on a restaurant's financial success, yet a connection between foodborne illness and e-commerce (such as OFD) has yet to be found. This study aims to utilize a qualitative approach to identify and enumerate the specific food safety concerns in OFD by examining the situation from the courier's perspective.

METHODS

A thirty-four-question survey regarding courier experiences during online food delivery as well as self-reported food safety behavior and a food safety knowledge assessment was developed as shown in Appendix A. The Human Subjects Committee of the Institutional Review Board of the University of Houston screened and approved the questions and protocol. Participants gave implied consent. No information which could be used to identify participants was collected. The survey was distributed to participants via online communities on Facebook. Each of these communities presented themselves as exclusive only to current couriers for online food delivery services, and each had an “approval” process for prospective members to prove they were couriers. Several of these communities were for couriers for any third-party delivery service, while some were specific to particular services (such as UberEats or Favor). These communities were selected to target the most prevalent online food delivery services to ensure sufficient data saturation; these included UberEats, Grubhub, DoorDash, Postmates, Favor, and Deliveroo. The survey was administered over a period of one month.

The survey was developed through consultation with food safety and training experts and was designed to ascertain aspects of the courier experience. These included occupational experience questions, which examined the productivity and profitability of P2C delivery for couriers, as well as questions regarding self-reported food safety behaviors while on the job and a brief food safety knowledge assessment to gauge respondents’ ability to answer questions related to food safety concepts they may interact with during their job. This survey was adapted and modified to be

understandable by the public and pilot tested with two P2C couriers, from whom feedback was received.

A set of structured interview questions was developed for use in individual interviews with current P2C couriers as seen in Appendix B. These interviewees were recruited through the same channels as the survey participants. Interviews were designed to be between 15 and 30 minutes in length. Couriers were asked about their occupational experiences, their causes of stress (termed “pain points”), their food safety behaviors, and how they felt P2C companies could help mitigate some of their stresses. The structure of the interview included open-ended questions to encourage further discussion on the part of the courier. Transcripts of these completed interviews are included in Appendix B.

It is important to note that, in the gathering of this self-reported data, there are avenues for social desirability to impact participants’ responses. Prior food safety literature indicates that participants with prior food safety training have a tendency to respond that they engage in safer food behavior even if they do not actually practice safer behaviors, and that this can create a significant impact on self-reported data (Jespersen et al., 2017).

RESULTS AND DISCUSSION

Online Survey

The online communities to which the survey was distributed contained a combined 32,800 members to whom the questionnaire was accessible. Over a period of one month, 1021 responses were collected. Among these, 883 responses were considered complete and valid, as a minimum of 10 completed deliveries was imposed to ensure sufficient respondent experience. Table 1 indicates some of the key demographic results.

Many respondents delivered for multiple courier services, however 45.1% of respondents were couriers for DoorDash, 45.0% of respondents were couriers for UberEats, and 12.3% of respondents delivered for Grubhub. There was a fairly even distribution of age groups among the respondents, perhaps as a result of the survey's distribution over Facebook. Because P2C companies do not publicize the demographics of their courier staffs, it is not possible to determine whether this sample is representative of the entire population of P2C couriers. However, since the respondents were validated based on their experience, it can be concluded that the sample may have been more experienced than a random sampling of couriers.

| Questions | Responses (<i>n</i> = 883) | | | | |
|--|--------------------------------|--------------|---------------|---------------|------------|
| Gender | <i>Male</i> | | <i>Female</i> | | |
| | 36.1% | | 63.9% | | |
| Age range? (years) | <i>18-24</i> | <i>25-34</i> | <i>35-44</i> | <i>45-54</i> | <i>55+</i> |
| | 21.3% | 21.6% | 20.3% | 18.0% | 18.8% |
| How long have you been working for your delivery service(s)? (months) | <i><1</i> | <i>1-3</i> | <i>3-12</i> | <i>>12</i> | |
| | 1.2% | 7.1% | 31.6% | 60.0% | |

Table 1. Courier responses to select survey demographics questions.

Occupational Experience

According to the survey, the majority of respondents (61.9%) typically completed 6-8-hour shifts for their P2C service, while 21.4% complete shifts longer than 8 hours in length. This indicates that many of these workers are performing courier service as a substantive source of income. However, 52.8% of respondents indicated that they also have a full-time job and a further 31.7% indicated that they have part-time employment. Analysis of the survey results indicates that 75.6% of respondents are employed (either part-time or full-time) and are working shifts over 6 hours long for P2C services. These couriers are using P2C employment as a form of overtime in addition to their other jobs.

Respondents to the survey indicated their approximate amount of profit received in a typical shift. Using this data and the respondents' reported shift length, upper and lower bounds for approximating the profit per hour a courier could receive were generated. Overall, profit per hour ranged from \$8.10 to \$19.03 and the average profit per hour was \$11.90. Across the entire respondent pool, the approximations for profit

per hour decreased as the length of the shift increased. The respondents also indicated the approximate number of deliveries they had completed for their P2C service. There was no correlation found between the amount of deliveries a courier completed and their reported profit per hour, indicating that experience does not necessarily lend itself to higher financial gain in P2C delivery.

The majority of respondents (75.4%) indicated that the average delivery time ranged from 20-40 minutes, which, given the average profit per hour of \$11.90, places the average profit per delivery for a courier between \$3.96 and \$7.93.

Self-Reported Food Safety Behaviors and Knowledge

| | | | | | |
|---|----------------------------------|---------------------------|-----------------------------|---|-------------------------------------|
| Have you ever eaten or brought home undelivered food? | <i>Yes</i> | | <i>No</i> | | |
| | 12.9% | | 87.1% | | |
| How frequently do you wash your hands during a typical shift? | <i>Never</i> | <i>Before every shift</i> | <i>Once per shift</i> | <i>Regularly, every hour, every two hours</i> | <i>At every stop</i> |
| | 7.0% | 14.6% | 10.5% | 60.0% | 7.8% |
| How frequently do you use handwashing substitutes during a typical shift? | <i>Never</i> | <i>Before every shift</i> | <i>Once per shift</i> | <i>Regularly, every hour, every two hours</i> | <i>At every stop</i> |
| | 11.6% | 14.6% | 10.9% | 54.9% | 8.0% |
| Are you required to keep your car clean by your delivery service? | <i>Yes</i> | | <i>No</i> | | <i>I do not deliver using a car</i> |
| | 41.0% | | 57.9% | | 1.1% |
| How often do you clean the car you use to deliver food? (Of those who deliver using cars) | <i>Never / very infrequently</i> | <i>Once per month</i> | <i>Once every 2-3 weeks</i> | <i>Once a week</i> | <i>Before every shift</i> |
| | 15.9% | 6.0% | 5.0% | 57.9% | 15.2% |

Table 2. Courier responses to select survey food safety behavior questions.

These results bring the efficacy of P2C training programs and videos at ensuring couriers are engaging in safe food behaviors into question. While P2C companies explicitly forbid couriers from eating or bringing home undelivered food and include this material in their trainings, it is apparent that couriers are still engaging in this behavior. Even with requirements from P2C companies to keep delivery vehicles clean, the frequency of cleaning varies between individual couriers. Infrequent cleaning of delivery vehicles could potentially lead to contamination should surfaces in the vehicle come into contact with food.

Additionally, the responses to the handwashing questions are concerning. During a shift, any interaction which may occur between couriers and customers, foodservice employees, or surfaces, could present significant health and safety risks if proper handwashing and sanitation is not followed. Numerous studies have debunked the common myth that hand sanitizers or handwashing substitutes are as effective at removing microbial contamination as proper handwashing, yet the respondents use these substitutes as frequently or more frequently as handwashing (Widmer, 2000). This could demonstrate a lack in knowledge which could be mitigated through proper education and training.

Food Safety Knowledge Assessment

On the eight-question food safety knowledge assessment included in the survey, the average score among respondents was a 69.6%. Respondents found the most success with questions concerning specific scenarios a courier may face and how they should act (for example, if a courier or employee sneezes on a salad, what should the courier do). Respondents were asked what level of food safety training, if any, they had received

before. As the respondents' level of food safety training increased (from no prior training to food handler to food safety manager), the average assessment score improved greatly. Respondents with no formal food safety training scored a 65.0% on average, trained food handlers scored an 83.8% on average, and trained food safety managers scored an 84.5% on average. Respondents with prior formal food safety training were likelier to correctly identify the proper length for handwashing and the length of time food can be stored without temperature control. No correlation was found between the experience of a courier (in deliveries completed) and their score on the food safety knowledge assessment, indicating that the completion of more deliveries is not a substitute for food safety training.

Structured Interview

A total of 10 individual interviews were conducted with current couriers for P2C delivery services in the Houston, Texas area. Interviews were conducted with couriers who drive for DoorDash, UberEats, Grubhub, and Favor. Six of the interviewees were male, and four were female. Two of the interviewees delivered for a P2C service full-time, while the rest balanced their courier work with school or other jobs.

Overall, the interviewees expressed satisfaction with their courier work. They reported feeling like they made good enough money for their work, and many expressed satisfactions with the flexibility and relative ease of their positions. They enjoyed being able to set their own schedules and the entrepreneurial feeling courier work gives them. To get a better understanding of their experience, they were asked about the best and worst parts of courier work as well as what they needed to succeed.

The Pressure to Maintain Individual Rating Scores

On all of the P2C services examined during this study, customers are able to rate their satisfaction with their delivery and their courier on a 5-star scale with their mobile application shortly after the delivery is completed.

When asked about the most challenging aspects of their job, several of the interviewees indicated that these ratings were a significant source of stress. “I’m always worried about my ratings,” said one of these interviewees, “if my average rating drops, I could get fired.” According to the interviewees, not only are these customer satisfaction ratings important, but so are their completion scores, which indicate what percentage of accepted deliveries that courier has fully completed. “I can’t risk letting my completion rating drop, either” says another driver, “even at 97% or 96%, I think you can get in trouble.”

Many of these interviewees feel that this pressure is partially caused by the intertwined nature of guests’ satisfaction with their order and satisfaction with their courier. Six of the 10 interviewees discussed how they sometimes feel like they have to take the blame for errors with the food, even if that error was likely caused by the restaurant or user error on the part of the customer. “Sometimes I’ll have to take the blame for things that aren’t my fault...to try to salvage my score” said one courier. To stave off bad ratings, one driver felt the need to start carrying items such as napkins, straws, ketchup, and sauces in her car in case the customer was missing it, which could potentially be an avenue for contamination and time and temperature abuse.

When asked about how P2C companies could mitigate this stress, the interviewees suggested that informing the customer on the restaurant’s role in the OFD

process could help. Above all, the general consensus of the interviewees was that P2C employers put too much emphasis on these ratings, causing a consistent fear of unemployment among the interviewed couriers.

Food Safety on the Road

While 60.0% of respondents to the online survey indicated washing their hands “regularly” throughout their shift, the response from the interviewees showed less handwashing. None of the interviewees responded that their P2C company requires them to wash their hands, although some reported that they do. For some respondents, however, the fast-paced nature of OFD leads to a lack of handwashing. Many interviewees discussed how they felt like they were always in a rush, and, when asked, reported that they rarely felt like they had time to wash their hands when on shift. The couriers pointed out that, while no one from a delivery service comes to check how clean their hands are, in some ways, handwashing is monitored by the ratings system. As one interviewee said, “if my hands were visibly dirty, I am sure a customer would report it.”

One interviewee recounted a time when they felt like they may lose their job due to a food safety infraction. Apparently, a customer they had delivered to reported finding a hair in his food to the courier’s P2C company. To the courier, this did not seem fair as the hair more than likely came from a restaurant employee. According to the UberEats website, the platform assumes no responsibility for the safety of delivered food; instead, the responsibility falls on the establishment which prepared the food (Uber). Nevertheless, worrying about the safety of their jobs as well as the consumers is a concern for the interviewees.

Training Needs – “We’re Like Waiters”

When asked about the training they received to become a P2C courier, the interviewees described a short, orientation-like process consisting of videos that they had to undertake before becoming couriers. According to the interviewees, though, the purpose of these trainings were ostensibly to ensure couriers understand the delivery process and how to use their respective mobile applications. None of the interviewees reported receiving any food safety training other than those from DoorDash, who reported receiving instruction on the use of their insulated bag.

A common theme among the interviews was a comparison that several interviewees drew between their role and the role of waitstaff at a typical restaurant. Without prompting, 4 of the interviewees made this comparison. One courier stated that one of her training needs was to receive more customer service training in order to improve her ratings and make her feel more comfortable, and she felt she needed this because she was “like a waiter.” Others pointed out that, in the state of Texas, servers are required to receive food handlers’ training shortly after employment, but they are not (Texas Food Establishment Rules, 2015). This distinction, to them, felt like a loophole that P2C companies were utilizing. As one of these couriers put it, “if a waiter at a restaurant were to hand you a bag of food, they’d need a food handler’s permit, but if I do it, I don’t.” While waitstaff at restaurants typically have varied assignments apart from simply serving meals, this distinction felt odd to these interviewees.

When asked about food safety training needs, 8 of the interviewees expressed that they felt the need for more food safety-oriented training than they were receiving, and that they felt they would benefit from such a training.

Managerial Implications

While it is possible that conditions within OFD vehicles, specifically contamination from the drivers' hands and vehicles and time and temperature abuse, could exacerbate microbial development in food, P2C companies shift the liability for any food quality concerns to the restaurant (Uber Legal). The results from this study suggest that couriers may engage in unsafe practices, so restaurants partnering with these P2C companies should endeavor to prevent any further contamination with their containers.

The interview results suggest that some of the restaurants which partner with P2C services place plastic seals on bags of food to be delivered, which serves as a failsafe to prevent couriers from interacting with food and an assurance to the customers that the food was untampered. This indicates that restaurant practitioners may benefit from the use of similar prevention methods.

Limitations and Implications for Future Research

It is important to note that the results of this study are entirely derived from self-reported data from the couriers themselves, so it is difficult to ascertain their complete validity. However, every effort was made to assure anonymity and confidentiality for participants.

The results of this study could be used to develop OFD courier-specific food safety training, because there are very few options available. The survey results indicate an extreme (18.8%) difference in performance on the food safety knowledge assessment between couriers who had received basic food safety training previously and those who had never received such training. Similarly, on every question of the assessment, those respondents who had previously received food safety training scored higher than those

without prior training. Additionally, the interviews suggest an ardent desire for specific training.

Further research could be undertaken to better understand the critical control points in OFD operations and what interventions could be implemented to prevent foodborne illness. The survey, with 883 valid responses, should provide a basis for researchers in microbial laboratories to develop accurate scenarios to examine the potentiality for pathogen growth under typical OFD conditions. The overwhelming majority of participants responded that the typical delivery took between 20 and 40 minutes to complete, which can be used as a timeframe for laboratory analysis.

It is recommended that further studies endeavor to build upon this data through more quantitative means. This could be done by monitoring OFD couriers in their natural work environment to examine their food safety behaviors firsthand. This could aid microbial researchers in developing realistic pathogen contamination scenarios to examine in laboratory settings.

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APPENDIX A – SURVEY INSTRUMENT

Demographic Questions

- ☐ Under 18
- ☐ 18-24 years old
- ☐ 25-34 years old
- ☐ 35-44 years old
- ☐ 45-54 years old
- ☐ Over 55

What is your gender?

- ☐ Male
- ☐ Female
- ☐ Other (please specify) _____
- ☐ Prefer not to say

What is your ethnicity?

- ☐ White
- ☐ Hispanic or Latinx
- ☐ Black or African American
- ☐ Native American or American Indian
- ☐ Asian / Pacific Islander
- ☐ Prefer not to say

What is your level of education?

- ☐ Less than a high school diploma
- ☐ High school diploma or equivalent
- ☐ Some college
- ☐ Associate degree
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctorate
- ☐ Other (please specify) _____

What is your employment status (apart from working as a courier/driver for an online food delivery service)?

- ☐ Employed full time (40+ hours per week)
- ☐ Employed part time (less than 40 hours per week)
- ☐ Unemployed/I only work for an online food delivery service
- ☐ Student
- ☐ Retired
- ☐ Self-employed
- ☐ Unable to work

What is your household annual income?

- ☐ Below \$10k
- ☐ \$10k - \$50k
- ☐ \$50k - \$100k
- ☐ Over \$150k

Screening Questions

Which delivery service(s) have you worked for? You may choose more than one if you have worked for multiple.

- ☐ UberEats
- ☐ GrubHub
- ☐ DoorDash
- ☐ Postmates
- ☐ Seamless
- ☐ Delivery.com
- ☐ Yelp Eat24
- ☐ Foodler
- ☐ Favor
- ☐ Deliveroo
- ☐ Other (please specify) _____

How long have you been working for your delivery service(s)?

- ☐ Less than one month
- ☐ 1-3 months
- ☐ 3-12 months
- ☐ Longer than 12 months
- ☐ I have never worked for an online food delivery service.

Approximately how many food deliveries have you completed since you began delivering food (you can check your app if you have one):

Have you ever worked at a restaurant as a food handler (server, host, cook, busser, manager)?

- ☐ Yes
- ☐ No

If yes, for how long did you work?

If yes, how long ago did you work there?

Have you ever received mandatory food safety training (food handler, food safety manager, ServSafe, StateFoodSafety, etc.)?

- ☐ Yes
- ☐ No

If yes, how long ago did you receive the training?

If yes, which level of food safety training did you receive?

Occupational Experience Questions

On average, how long does it take for you to receive an order and deliver it?

- ☐ Less than 20 minutes
- ☐ 20-40 minutes
- ☐ 40-60 minutes
- ☐ Longer than 60 minutes

On what days/nights do you complete shifts? You may select multiple.

- ☐ Mondays
- ☐ Tuesdays
- ☐ Wednesdays
- ☐ Thursdays
- ☐ Fridays
- ☐ Saturdays
- ☐ Sundays

On average, how long are your shifts?

- ☐ Less than 1 hour
- ☐ 1-2 hours
- ☐ 2-4 hours
- ☐ 4-6 hours
- ☐ 6-8 hours
- ☐ Longer than 8 hours

After paying for gas, on average, how much do you profit from a typical shift?
\$ _____

Have you ever eaten or brought home undelivered food?

- ☐ Yes
- ☐ No

Food Safety Behaviors Questionnaire

How often do you wash your hands during a typical shift?

- ☐ Before every shift
- ☐ At every stop
- ☐ Regularly (every hour, every two hours)
- ☐ Never
- ☐ Other: _____

How often do you use hand washing substitutes (hand sanitizer, wipes) during a typical courier shift?

- ☐ Before every shift
- ☐ At every stop
- ☐ Regularly (every hour, every two hours)
- ☐ Never
- ☐ Other: _____

How often do you clean and sanitize your reusable delivery bag?

- ☐ I do not use a reusable delivery bag.
- ☐ Before every shift
- ☐ Regularly (every week, every two weeks)
- ☐ Never

Are you required to keep your car clean?

- ☐ Yes
- ☐ No

If yes, how often do you clean the inside of your car?

- ☐ Before every shift
- ☐ Once per week
- ☐ Once every 2-3 weeks
- ☐ Once every month
- ☐ Never

Food Safety Knowledge Questionnaire

What is food poisoning (otherwise known as foodborne illness)?

- ☐ The act of cooking food to a proper temperature
- ☐ The process of washing, cleaning, and sanitizing areas of a restaurant
- ☐ An event when a person becomes sick from contaminated food
- ☐ The process of coloring food with dyes

Bacteria which can make people sick grows best within a narrow temperature range. This range is between:

- ☐ 0°F (-18°C) and 220°F (104°C)
- ☐ 0°F (-18°C) and 135°F (57°C)
- ☐ 41°F (5°C) and 135°F (57°C)
- ☐ 41°F (5°C) and 220°F (104°C)

To properly wash your hands, how long should the entire handwashing process take?

- ☐ 10 seconds
- ☐ 25 seconds
- ☐ 1 minute
- ☐ 2 minutes

A delivery driver accidentally leaves cooked chicken in a car overnight instead of delivering it to a customer. To prevent any risk of people getting sick from the food, what should the driver do with the food and why?

- ☐ Give the food to a friend or neighbor who may want it.
- ☐ Call the customer and deliver the food the next day.
- ☐ Eat the food to prevent a waste of food.
- ☐ Throw away the food because it has likely been at a dangerous temperature for too long.

A person sneezes directly on a salad you are supposed to deliver. What should you do?

A delivery driver picks up a bowl of ice cream from an ice cream parlor to be delivered to a customer's home. During transit, the delivery box opens and comes into contact with an insulated bag which has not been cleaned for several months. In this situation, which of the following scenarios could lead to food poisoning?

- ☐ The ice cream stayed cold enough not to melt and did not spill into the bag.
- ☐ The germs from the inside of the bag could contaminate the ice cream.
- ☐ The plastic spoons in the bag broke but did not come into contact with the ice cream.
- ☐ The customer files a complaint because the ice cream was the wrong flavor.

According to the U.S. Food and Drug Administration, how long can you hold **hot** food without temperature control (such as a warming oven) before it needs to be thrown out?

- ☐ 1 hour
- ☐ 4 hours
- ☐ 6 hours
- ☐ 30 minutes

According to the U.S. Food and Drug Administration, how long can you hold **cold** food without temperature control (such as a refrigerator) before it needs to be thrown out?

- ☐ 1 hour
- ☐ 4 hours
- ☐ 6 hours
- ☐ 30 minutes

APPENDIX B. INTERVIEW STRUCTURE AND TRANSCRIPTS

Structured Interview Questions:

- 1) How did you get into online food delivery?
 - a. What app(s) do you deliver for?
 - b. Why did you decide to become a driver?
 - c. Do you have a background in foodservice?
 - d. Do you have another job?
- 2) Tell me about your typical shift as a driver.
 - a. What are you responsible for/what is a typical shift like?
 - b. How often do you work/what are the hours like?
 - c. What kind of food do you deliver the most?
 - d. How long can it take to make a delivery?
 - e. What temperature would you say you keep your car at?
 - f. Do you try to save gas by turning off your AC?
 - g. Where do you store the food you deliver?
 - h. What are your interactions with customers like?
 - i. Do customers tip you?
 - j. Does the size of the tip influence your delivery speed?
 - k. On a typical night, do you think you make a good profit?
- 3) Walk me through the process of receiving an order and delivering it.
 - a. Is the food just sitting there or where is it?
 - b. Do you check the orders before you leave the establishment?

- 4) Do you have any “regular customers?”
 - a. Do the same people order from you often?
- 5) What are some “pain points” with regards to online food delivery?
 - a. What keeps you up at night?
 - b. What are some of the challenges you experience?
- 6) What’s the best part of your job?
- 7) What’s the worst part of your job?
- 8) Do you have any general safety concerns?
 - a. In terms of safety concerns and challenges, tell me about:
 - i. General safety
- 9) Do you have any formal training?
 - a. Did you receive anything like food handlers’ training?
- 10) Food safety
 - a. Do you use an insulated bag? If so, how often do you clean it?
 - b. Are you required to keep your car at a certain level of cleanliness?
- 11) What do you think companies could do to help address your challenges?
- 12) Would any kind of formal training be beneficial to you?
- 13) Is there anything else you would like to say?

Transcript – Interview 1

Interviewer: All right, so just to start things off, how did you get into online food delivery? What app or apps do you deliver for?

Courier: I had a couple of friends who worked for Uber, and it seemed like a good way to make some extra money on the side. I didn't really want to drive for, like, a normal Uber because it seemed less safe and my car was not as nice. Yeah, like I said, I only deliver for UberEats.

Interviewer: What do you think is safer about delivering for UberEats than driving an Uber?

Courier: Less interaction with people, I suppose. It's one thing to drive to someone's house, but it's another thing to let someone into your car.

Interviewer: That makes sense. Do you work elsewhere?

Courier: I do, I have a regular full-time job.

Interviewer: Thank you. So, walk me through your typical shift as a driver. What are the steps you take? What is a shift like? How often do you do this?

Courier: Usually what I'll do is I'll get off from work and open up the app when I get into my car in the parking lot. I'll try to make a few deliveries before I start heading home, so I can make a few extra bucks. The app will show me some options for deliveries to take, I'll choose one, and then I'll head to that restaurant. At the restaurant, I'll pick up the food, sometimes after waiting a while. Then I drive it to the customer and select a new delivery. Sometimes I have to drive around for a few minutes before I find another delivery. I often have to park in a lot of loading zones and apartment parking lots, so I can't stay there for very long.

Interviewer: How long, on average, would you say each delivery takes?

Courier: Probably only around 30 minutes. The app likes to overestimate the time it will take, I think so the customer feels better when it comes earlier.

Interviewer: And during this time, where do you keep the food?

Courier: For me, it depends on what the instructions from the customer say. If it's just a drop-off, then I'll keep it in the passenger seat next to me. If it's something bigger, like a big order, then I will have to keep it in my backseat.

Interviewer: Do you use a bag, like one of those insulated bags that some drivers use?

Courier: I do not. I use whatever packaging the restaurant used. Places like Chick-fil-A will have big bags already, and a lot of customers order pizza, which already comes in a box.

Interviewer: That makes sense. Do you keep your car a little warm to help the food stay warm, or what do you do?

Courier: I just keep the air conditioning on. It's too hot here. The deliveries are usually short enough that it doesn't make too much of a difference.

Interviewer: What are your interactions with customers like? Do they tip you?

Courier: I usually have very short interactions with customers. Most of the time I just thank them and they thank me. I almost always get a tip, but those are usually already put in through the app. I don't see that until the order is delivered. Some customers give cash tips, but not all the time.

Interviewer: So, with tips included, would you say that you make a good profit each night? Does it seem like a good deal?

Courier: It all comes down to how good the tips are. From UberEats themselves I'll only make a few dollars an hour, but with tips some nights I will make more than I would have in the same time at my job.

Interviewer: That's great! So, let's go back a little bit. When you go to pick up food at a restaurant, what is that process like? Do you usually just walk up and grab the food, or what?

Courier: Most of the time, yes. A lot of restaurants, especially fast food restaurants, will just have a section for all of the UberEats food. If I arrive before the food is done, I will let them know that I am here and let them know the customer's first name because that is how they keep track of the orders on their end. Sometimes the restaurant will say the food is ready when it isn't, which means I have to wait for a bit for it to be finished. A couple times something has gone wrong and I have had to repeat the entire order from the app to the restaurant employees to get it right.

Interviewer: Do you check to see if the order is right before you leave the restaurant?

Courier: Most of the time I just check to see if I have the right number of things. I need four drinks, 2 boxes, etc. Most restaurants will place a sticker or some kind of seal to let the customer know that the food hasn't been opened, and I don't want to touch that.

Interviewer: Do you notice that you have a lot of "regular" or repeat customers?

Courier: A couple. It's mostly based on where I am in the city, and if somebody orders every night around the same time, then I'll see them more than once. I see a lot of people, though, so it's hard to really know.

Interviewer: So, moving along, what are some of the "pain points" about being a courier? What are some of the things that bug you the most?

Courier: For me, it's mostly when something goes wrong that's the restaurant's fault and not mine, but I get blamed for it and that affects my tips and my rating. Also, when I have to wait a while at the restaurant.

Interviewer: So what's the best part of your job?

Courier: I like learning where everything is in the city. A lot of times I don't even have to use the GPS. Also, I like that I can get paid a good amount. It's almost like I'm able to put in extra hours at my job.

Interviewer: When you're delivering food, do you have any kind of general safety concerns? Do you feel safe when delivering?

Courier: There are some parts of town where I feel less safe, and it's a little scary trying to find a specific apartment or walking right up to someone's door. I haven't heard a lot of stories of other drivers getting robbed or hurt, but I would say it is something that I usually think about.

Interviewer: Do you worry about the customer's safety?

Courier: I don't think I have to when it's just me delivering, but of course I'm aware that some people could become drivers who may have different goals.

Interviewer: What about food safety? Did you receive any formal food safety training from UberEats before you were able to deliver?

Courier: In terms of food safety? Not really. There was a short video orientation where they told us not to tamper with food, but we never went over anything more than that.

Interviewer: Outside of your current role as a courier, have you ever received something like food handlers' training?

Courier: I think I did once for a charity event a few years ago, but never through Uber.

Interviewer: Does your delivery service require you to do things like wash your hands or keep your car clean?

Courier: Not really, I don't think. I don't think any of that was covered during the orientation. I do keep my car clean to keep a good rating, but no one from Uber does any checking.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I think the customer should be made more aware of what the restaurant has to do to get things ready so they do not blame me for things that aren't my fault.

Interviewer: Do you think any formal training would help you?

Courier: I think there are some things, like how to use the app, that could have been explained better. I have seen some drivers with very dirty cars and things like that, so maybe that could be part of training or requirements.

Interviewer: So I guess that ties into food safety, is there a need, do you believe, for any kind of food safety training?

Courier: I've thought about that before. It seems a little weird that I would have to get training to work at a charity event that deals with food, but here, I'm sort of working in the role of a waiter, and I never had to get any training. So yes. I think a lot of us have heard some of the horror stories of what some drivers have done to food.

[End of Transcript]

Transcript – Interview 2

Interviewer: How did you get into online food delivery? What apps do you deliver for?

Courier: I think I started like a lot of people do, I wanted to make some extra cash. I do UberEats.

Interviewer: Yeah, we've been getting that a lot. Do you have another job?

Courier: Yeah, I work full-time.

Interviewer: Ok. How often do you drive for UberEats? What is your typical shift like?

Courier: I try to do about two deliveries a day after work, and then on some Saturdays I will drive for most of the day. I'll pick up whatever deliveries I can on the app, do those, and do them until I get tired or I've gotten some good pay or tips. It's nice because Uber can just deposit what I've earned really fast.

Interviewer: How long, on average, would you say each delivery takes?

Courier: Somewhere around 20 or 30 minutes, usually. Sometimes there are some fancier restaurants that'll take longer, or something like ice cream only takes a little bit.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: Almost always in my front passenger seat unless there's too much food or someone is sitting there.

Interviewer: Who would usually be sitting there?

Courier: Sometimes my boyfriend.

Interviewer: Does UberEats care about that?

Courier: I don't think I'm supposed to have him with me, but sometimes it's just really boring.

Interviewer: That's fair. Do you use a reusable bag for your deliveries?

Courier: No, I don't.

Interviewer: Do you keep your car a little warm to help the food stay warm, or what do you do? I heard that some people do that.

Courier: No, sometimes I'll put on the seat warmer.

Interviewer: What are your interactions with customers like? Do they tip you?

Courier: It's usually just like, "UberEats, are you _____?" and if they say "yes" I'll hand them their food. Half the time, though, I'll just have to drop it on their doorstep. They usually tip, but not super well.

Interviewer: Would you say that you make a good profit each night after tips? Does it seem like it's worth it?

Courier: It's definitely not worth it every night, but sometimes the tips are pretty good. I think I end up making more money than I end up spending on gas.

Interviewer: When you go to pick up food at a restaurant, what is that process like? Do you usually just walk up and grab the food, or what?

Courier: With fast food, that's usually what I do. I let them know that I am there, and they'll tell me where to grab the food if it's ready.

Interviewer: Do you usually check to see if the order is right before you leave the restaurant?

Courier: The bags are usually closed with a sticker so it's hard to check.

Interviewer: Do you deliver to some of the same "repeat customers" often?

Courier: I think I have one guy that I've delivered to more than once. I probably have, but it's hard to remember.

Interviewer: What are some of the "pain points" about being a courier? What are some of the things that bug you the most or keep you up at night?

Courier: I just don't like to get bad tips or get caught in a lot of traffic. I think people should know that it's not all my fault if it's late or part of the order is wrong. I think people think that we're like pizza delivery guys who actually work for the restaurant.

Interviewer: What's the best part of your job?

Courier: The money. I can turn free time into cash, and that's a pretty good deal.

Interviewer: Do you feel safe when delivering food? When you're delivering food, do you have any kind of general safety concerns?

Courier: When I'm by myself, I'm sometimes scared as a woman. One time someone asked me to deliver food inside, and I definitely didn't do that. You can report customers to Uber, though, and that's what I did.

Interviewer: Do you ever worry about the customer's safety?

Courier: They're usually pretty safe, I'd think, in their homes.

Interviewer: What about food safety? Did you receive any formal food safety training from UberEats before you were able to deliver?

Courier: No, the training we had was mostly about how to use the app and how to pick up food from restaurants.

Interviewer: Outside of your current role as a courier, have you ever received something like food handlers' training?

Courier: No, I don't think so.

Interviewer: Does UberEats require you to do things like wash your hands or keep your car clean?

Courier: Not really, I don't think. I don't think any of that was covered during the orientation. I do keep my car clean to keep a good rating, but no one from Uber does any checking.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I think the customer should be made more aware of what the restaurant has to do to get things ready so they do not blame me for things that aren't my fault.

Interviewer: Do you think any formal training would help you?

Courier: I think they covered most of what I need to know.

Interviewer: Do you think there is a need for any kind of food safety training?

Courier: I think so. I don't like to order from UberEats personally because I don't ever know who's really delivering that food.

Interviewer: How do you see that training being implemented?

Courier: Probably just another video for us to watch when we decide to become drivers.

[End of Transcript]

Transcript – Interview 3

Interviewer: How did you get into online food delivery? What apps do you deliver for?

Courier: I deliver for DoorDash full-time. I thought about doing it for a while to make some extra money, but then when I lost my job I decided to do it full-time.

Interviewer: Oh, really? So how often and for how long do you drive?

Courier: I drive every day except for Sunday, usually. Usually I do 6 hours but sometimes I'll do longer.

Interviewer: How long, on average, would you say each delivery takes?

Courier: I think about 20 minutes. I can usually do 2 or 3 deliveries an hour.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: In my passenger seat.

Interviewer: Do you use a reusable bag for your deliveries?

Courier: I actually use 2 of the DoorDash ones we're required to have and one other smaller one I got from Amazon in case I need it.

Interviewer: What are your interactions with customers like?

Courier: Pretty short. Most people just want to grab their food and go. I don't even usually see the person unless I'm delivering to somewhere like an apartment building where they have to come out to me.

Interviewer: Would you say that you make a good profit after factoring in tips and gas?

Courier: Definitely. On some good days I can make around \$40 an hour if everything goes right.

Interviewer: What things have to go right for that to happen?

Courier: Oh, just things like low traffic, good tips, the order being right. On expensive food people usually tip higher, kind of like at a restaurant.

Interviewer: When you go to pick up food at a restaurant, what is that process like?

Courier: I go up to the cashier or the host, tell them I'm there, show them the order, and usually they'll grab it and give it to me if I timed it right.

Interviewer: Do you usually check to see if the order is right before you leave the restaurant?

Courier: If I can, yeah. Like if it's something obvious like a drink is missing, it's on me to make sure that gets fixed.

Interviewer: What are some of the “pain points” about being a courier? What are some of the things that make your environment more challenging?

Courier: I think at its core this job is mostly customer service, and like any customer service job it's a challenge to always work with the customer on things. They'll get upset if the food gets cold even if it came from all the way across the town. I also just don't know how to handle their complaints other than to tell them to make a complaint to DoorDash about the restaurant – if I get too many bad ratings I could get fired. I think the biggest issue I ever had was one time when a customer told DoorDash that they had found a hair or something in their food, and I almost got in serious trouble for it. That had to have been something that the restaurant caused, but I can see their concern.

Interviewer: On the other hand, what's the best part of your job?

Courier: Days where everything goes right and I can make \$40 an hour or more. It's not fun, but it does feel good to provide a useful service.

Interviewer: Do you feel safe when delivering food? When you're delivering food, do you have any kind of general safety concerns?

Courier: Generally, I feel pretty safe. I think that has a lot to do with where I deliver and pick up from.

Interviewer: Do you ever worry about the customer's safety?

Courier: Well, I think about that time with the hair in that person's food, and I don't want anybody to get sick or anything from food. It's always seemed a little weird to me that the customers give their addresses to strangers on these apps.

Interviewer: I guess what you said about the hair ties into food safety. Did you receive any formal food safety training from DoorDash before you were able to deliver?

Courier: There was a lot of discussion about the use of the DoorDash insulated bag, which I think is there mostly to help the food stay warm, but that could also tie into keeping the food at the right temperature.

Interviewer: Outside of your current role as a courier, have you ever received something like food handlers' training?

Courier: Yes, I used to work at a restaurant and received training then.

Interviewer: Does DoorDash require you to do things like wash your hands or keep your car clean?

Courier: I think they do in a way, because something like a gross car could really drop my ratings and cause me to get fired. Obviously, no one checks to see if my hands are clean, but if they were visibly dirty, I am sure a customer would report it.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I think if they thought of us more like customer service representatives and trained us as such, that would be helpful. We're kind of like waiters, in a way.

Interviewer: Do you think there is a need for any kind of food safety training?

Courier: I think we should at least be required or told to wash our hands every so often. We aren't cooking, exactly, but if we have dirty hands and touch even the boxes the food comes in that could be bad.

[End of Transcript]

Transcript – Interview 4

Interviewer: How did you get into online food delivery? What app or apps do you deliver for?

Courier: Currently I just do DoorDash. I used to do UberEats as well, and I tried Favor once. I started over the summer because I really just needed some kind of reason to get out of the house, and it helps that it paid.

Interviewer: Do you currently have another job?

Courier: I'm just a full-time student.

Interviewer: How often do you drive for DoorDash? What is your typical shift like?

Courier: I really just kind of do it whenever I feel like it, usually on the weekends. If there's something that I need to save up for, for a few weeks I'll do it all day on Saturdays and Sundays.

Interviewer: How long, on average, would you say each delivery takes?

Courier: I think the shortest it's ever taken me was like 15 minutes, but one delivery took almost an hour one time. For the most part, I think deliveries take around 30 or 40 minutes.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: Usually right next to me in the front seat.

Interviewer: Do you use a reusable bag for your deliveries?

Courier: I do, I use the one DoorDash sent me.

Interviewer: Do you keep your car a little warm to help the food stay warm, or what do you do?

Courier: I think Houston does a pretty good job of keeping the food warm for me.

Interviewer: What are your interactions with customers like? Do they usually tip you in person, or on the app?

Courier: Most of the time it's on the app. I usually text the person to let them know that I have arrived. Usually I just hand them the food and that's that. Some people want to talk a little more, but I try to keep going as fast as I can to make more money.

Interviewer: Would you say that you make a good profit each shift? At least, do you make enough for it to be worth it?

Courier: I wouldn't be doing it still if it wasn't worth it. I'll make more than minimum wage always, and usually significantly more than that.

Interviewer: That's great! When you go to pick up food at a restaurant, what is that process like?

Courier: Usually they have been expecting me for a while, and when they see me walk in with the DoorDash bag, they'll usually just go and get the food and hand it to me.

Interviewer: Do you usually check to see if the order is right before you leave the restaurant?

Courier: Yeah, always.

Interviewer: What are some of the "pain points" about being a courier? What causes you the most difficulty?

Courier: I'm always worried about my ratings. I do not know what it'd take for me to get in trouble with DoorDash, but I try to maintain a 5-star rating. That means sometimes I'll have to take the blame for things that aren't my fault, things that the restaurant did.

Interviewer: On the opposite side, what's the best part of your job?

Courier: I like that I can pick it up when I feel like it, and it's fun to see how much money or how many deliveries I can make in an hour.

Interviewer: Do you feel safe when delivering food? When you're delivering food, do you have any kind of general safety concerns?

Courier: There are some places in town where I feel less safe, but I think DoorDash does a good job of letting me report that kind of thing if it prevents me from completing an order on time.

Interviewer: Do you ever worry about the customer's safety?

Courier: I do, I know some people are worried about inviting some random person up to their door, so I try to be as nice and courteous as possible.

Interviewer: What about food safety? Did you ever receive any kind of food safety training?

Courier: No, I mostly just had to learn how to use the app.

Interviewer: Outside of your current role as a courier, have you ever received something like food handlers' training?

Courier: No.

Interviewer: Does DoorDash require you to do things like wash your hands or keep your car clean?

Courier: I don't think there's an actual rule, because how would they enforce that? I try to keep my car clean and wash my hands before going out.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I think the company could be more up-front about driver responsibilities and what to do when problems arise.

Interviewer: Do you think any formal training would help you?

Courier: I think they should include that in the kind of "orientation-style" training they have.

Interviewer: Do you think there is a need for any kind of food safety training?

Courier: I think it's probably a good idea to train people to do things like wash their hands, especially recently due to the spread of the Coronavirus.

[End of Transcript]

Transcript – Interview 5

Interviewer: How did you get into online food delivery? What apps do you deliver for?

Courier: I wanted to try and make some money outside of class, and I used to work for HEB, so it seemed like a good fit to deliver for Favor.

Interviewer: I think a lot of people are motivated by that. What are your working hours like with them?

Courier: I deliver on Tuesdays, Thursdays, and Saturdays, usually for most of the day, so maybe around 7-ish hours?

Interviewer: How many deliveries do you usually make in that time?

Courier: Probably 2 or 3 an hour, so something like 19 or 20.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: Usually in the front seat next to me, unless it's something like a big grocery delivery, which I'll usually put in the trunk.

Interviewer: Do you use a reusable bag for your deliveries?

Courier: I have a blue one that I got on Amazon.

Interviewer: What are your interactions with customers like?

Courier: People are usually really nice! I typically only communicate with them through text. I'm supposed to call twice if I can't make the order. I'm usually trying to go pretty fast, though, so there's little communication.

Interviewer: Would you say that you make a good profit after all your expenses, gas, etc.?

Courier: Definitely, it keeps me afloat. The tips are pretty good, especially on grocery deliveries.

Interviewer: When you go to pick up food at a restaurant, what is that process like?

Courier: Sometimes there's a section just for Favor, DoorDash, UberEats, whatever it is, and I just go pick it up. I usually just talk to the cashier and they get it ready for me.

Interviewer: Do you usually check to see if the order is right before you leave?

Courier: Yeah, always.

Interviewer: What are some of the “pain points” about being a courier? What are some of the things that make your shifts, your job more challenging?

Courier: It’s the rush, I think. I get excited and I feel a lot of pressure to make as many deliveries as I can. I get kind of annoyed when things slow me down.

Interviewer: That’s fair. What do you think are some of the best parts?

Courier: I think it’s good to feel like I’m doing something more useful than just sitting at home. The money’s nice, and I kind of feel like I’m my own boss.

Interviewer: Do you feel safe when delivering food?

Courier: Yeah, for the most part, but I can definitely see some places where there may be risk involved. I try to just focus on the delivery.

Interviewer: Do you ever worry about the customer’s safety?

Courier: Not from me, not really, no.

Interviewer: Do you think about food safety on the job?

Courier: Yeah, I remember from when I worked at HEB that we were concerned a bit about transporting things like milk and ice cream when we’re making grocery deliveries. I definitely try to not touch anything food-wise.

Interviewer: Have you ever received something like food handlers’ training?

Courier: Not through Favor, but I did for HEB.

Interviewer: As a courier, are you required to do things like wash your hands or keep your car clean?

Courier: I don’t know if it’s that specific, but there is something about maintaining visual standards, and I think the company wants us to appear really clean.

Interviewer: Do you usually wash your hands during the shift?

Courier: Honestly, no, it’s usually too fast or there’s nowhere for me to do it. I keep some hand sanitizer in my car, though, especially now with the virus.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I think maybe there should be something to help the restaurant workers understand the process, because they’re usually really confused. I also think they should be more transparent about how we get paid.

Interviewer: Do you think there is a need for any kind of food safety training?

Courier: I think we should be aware of what kinds of food we're delivering, and if they mentioned something like not putting hot food with cold food or something like that, that could help.

[End of Transcript]

Transcript – Interview 6

Interviewer: How did you get into online food delivery? What apps do you deliver for?

Courier: I'm an UberEats driver, and I guess I really started kind of out of nowhere. One of my girlfriends came up to me and said how much money she was making, and this and that, so I gave it a try.

Interviewer: So, what kinds of shifts do you usually do?

Courier: Usually? Just a couple hours every couple days. I work as a contractor, so some days of the week I'll work a lot more than others, so there's not like a set schedule all of the time.

Interviewer: How long would you say the average delivery takes?

Courier: I think about 25, 30 minutes.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: Usually just in my back seat.

Interviewer: Do you use a reusable bag for your deliveries?

Courier: Like one of those insulated ones? No, I don't have one of those, but I've been thinking about it.

Interviewer: What are your interactions with customers like?

Courier: Pretty nice. I don't mind them. Some people are rude, and some people are just trying to get you in trouble so they can get free food.

Interviewer: What kinds of things would they try to get you in trouble for?

Courier: Oh, they'll just say that they didn't get their food when they actually did, or something like that.

Interviewer: Ah, ok. Even with all of that, would you say that you make a good profit after factoring in tips and gas?

Courier: Yeah, it's not as good as a regular job, but it's pretty good.

Interviewer: Ok. When you go to pick up food at a restaurant, what is that process like?

Courier: I walk in, grab the food, and go. Sometimes I'll have to like sign it out or talk to someone first, but it's pretty quick.

Interviewer: Do you usually check to see if the order is right before you leave the restaurant?

Courier: Sure, always.

Interviewer: What are some of the “pain points” about being a courier? What are some of the things that make your job more difficult than maybe it has to be?

Courier: I think it’s mostly about keeping your rating up. If I get a bad enough rating they won’t let me drive for them anymore.

Interviewer: Does worrying about that rating cause you to do anything better or worse?

Courier: I’ll keep things like straws and napkins and ketchup in my car just in case the restaurant forgot them, because that’s something someone could give you a low rating for is not having those things.

Interviewer: That’s smart. On the other side of things, what’s the best part of your job?

Courier: It’s easy money. I can do it whenever I want. That’s pretty much what I like about it.

Interviewer: Do you feel safe when delivering food? When you’re delivering food, do you have any kind of general safety concerns?

Courier: Yeah, sometimes I’ll bring my boyfriend with me if it’s in a bad part of town. So, I don’t always feel safe.

Interviewer: Do you ever worry about the customer’s safety?

Courier: No, usually they don’t even have to come outside if they don’t want to.

Interviewer: Did your company give you any kind of food safety training?

Courier: Like a food handler’s? No, nothing like that. We’re not supposed to touch food, and things like that, but I know some people will grab a French fry or something like that. Nothing official, though.

Interviewer: Outside of your current role as a courier, have you ever received something like food handlers’ training?

Courier: No.

Interviewer: Does Uber require you to do things like wash your hands or keep your car clean?

Courier: No, but I don't want to get my rating lowered if I have trash or something in my car.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I think they could pay us more, or give us more of the delivery fee. I think what we're doing works.

Interviewer: Do you think there is a need for any kind of food safety training?

Courier: I don't think we really need any more trainings, but if we could do training and that could help us get better ratings that'd be nice.

[End of Transcript]

Transcript – Interview 7

Interviewer: How did you get into online food delivery? What apps do you deliver for?

Courier: I started back around when UberEats first came out a couple years ago. I used to drive for Uber, but then when that was slow I switched to Eats, and now I make more money with Eats than I ever did driving Ubers.

Interviewer: So, what kinds of shifts do you usually do?

Courier: 8 hours a day, 5 days a week. I do this full-time.

Interviewer: So, in a typical day, how many deliveries would you make?

Courier: About 25, usually.

Interviewer: So somewhere around 3 per hour?

Courier: That seems right.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: The passenger seat.

Interviewer: Do you use a reusable bag for your deliveries?

Courier: No, I don't.

Interviewer: What are your interactions with customers like?

Courier: Short, usually. I give them their food, and they sometimes tip me in cash. Nowadays, everything's done on the app.

Interviewer: Would you say that you make a good profit after factoring in tips and gas?

Courier: Oh yeah. Best paying job I've ever had.

Interviewer: That's great! So, when you go to pick up food at a restaurant, what is that process like?

Courier: I go to the place the app says, pick up the food it says, and I get out of there pretty quickly. Some places are busier than others so I sometimes have to sit in a little waiting area before I get the food.

Interviewer: Do you usually check to see if the order is right before you leave the restaurant?

Courier: They're usually sealed, so that's hard to do. I check to make sure I have all the drinks and things I can see.

Interviewer: What are some of the "pain points" about being a courier? What are some of the things that make your job more challenging?

Courier: It gets very repetitive, doing the same thing over and over. Sometimes the app crashes. It's also still hard for me to tell how much money a delivery will make me because everything changes.

Interviewer: On the other side of things, what's the best part of your job?

Courier: I'm my own boss. I don't have to deal with people. I can come and go when I like.

Interviewer: Do you feel safe when delivering food?

Courier: Yeah, always.

Interviewer: Did your company give you any kind of food safety training?

Courier: No. I think the training process took me something like an hour. I just had to figure out how to use the app.

Interviewer: Outside of your current role as a courier, have you ever received something like food handlers' training?

Courier: No.

Interviewer: Does Uber require you to do things like wash your hands or keep your car clean?

Courier: No, but I do.

Interviewer: So, since you said you've been doing this for a couple years, how have you seen things change as a courier?

Courier: There are a lot more restaurants and a lot more people ordering. When I first started I had to wait between deliveries, now they're constant. And it's still growing. The app and everything like that have pretty much stayed the same.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I don't like all of this new business about us having to stop driving after so many hours. Like I said earlier, I want them to let us know how much we'll get paid from them more accurately.

Interviewer: Do you think there is a need for any kind of food safety training?

Courier: You mean now, due to the virus? It'd probably be helpful to have ways for us to wash our hands. Not sure if that's really a training thing, though.

[End of Transcript]

Transcript – Interview 8

Interviewer: How did you get into online food delivery? What apps do you deliver for?

Courier: I've been driving for DoorDash for about a year now, and I think I mostly started just because I wanted some extra spending money outside of class. People said that it could make more than a low-paying job, and it was flexible, so that was really appealing to me as a student.

Interviewer: What's your typical shift like?

Courier: My typical shift is usually just a couple hours long, I try to do it every Wednesday night but sometimes I do other nights depending on homework and things like that.

Interviewer: How long would you say the average delivery takes?

Courier: About 20 or 30 minutes, sometimes longer.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: In the passenger seat.

Interviewer: Do you use a reusable bag for your deliveries?

Courier: I do, I have a whole bunch of them. DoorDash gave me one, and I think I have 3 others.

Interviewer: What are your interactions with customers like?

Courier: Most of the time I don't see the customer or I see them very briefly. Everything else is done in the app.

Interviewer: Would you say that you make a good profit after all your expenses?

Courier: Oh my God, yes! I think on some days I can make like \$30 an hour.

Interviewer: That's fantastic! When you go to pick up food at a restaurant, what is that process like?

Courier: Everything's so streamlined now, I usually don't even have to talk to anybody. I often just grab the food.

Interviewer: Do you usually check to see if the order is right before you leave the restaurant?

Courier: Definitely!

Interviewer: What are some of the “pain points” about being a courier? What are some of the things that make your job more difficult?

Courier: It’s really not that difficult. I’m kind of a perfectionist, so I want my star rating to be high, and I try to give good customer service. It’s draining sometimes. Also, smelling good food all day and not being able to eat it is rough.

Interviewer: On the other side of things, what’s the best part of your job?

Courier: I feel bad for making as much money as I do whenever the job is so easy. It’s sometimes a little fun.

Interviewer: Do you feel safe when delivering food? When you’re delivering food, do you have any kind of general safety concerns?

Courier: I actually carry pepper spray just in case, but nothing’s ever happened. I’m usually always in public, and I’ll try to pick my deliveries in nicer places.

Interviewer: Do you ever worry about the customer’s safety?

Courier: Kinda, just because you never know who’s handling your food, you know?

Interviewer: Yeah. Did your company give you any kind of food handling training?

Courier: No, they didn’t. I’ve done it once before, though, so I kind of know the basics. I kinda wish they did offer something like that, at least for peace of mind.

Interviewer: Do they require you to do things like wash your hands or keep your car clean?

Courier: Not explicitly. I do, though, just saying! It’s hard to wash your hands on the job, but I have a lot of hand sanitizer.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I guess the food safety training would be nice, and give us some way to appeal our star ratings in case someone gives us a false rating. That’s pretty much it.

[End of Transcript]

Transcript – Interview 9

Interviewer: How did you get into online food delivery? What apps do you deliver for?

Courier: I drive for Grubhub and UberEats. I started off just with UberEats. I wanted something to occupy my time and make money, and the job market was kind of slim.

Interviewer: What are your shifts like?

Courier: I drive for about 12 hours a day, 3 days a week. I'll work about half and half on each app.

Interviewer: How long would you say the average delivery takes?

Courier: 22, 24-ish minutes.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: In the passenger seat.

Interviewer: Do you use a reusable bag for your deliveries?

Courier: I've got a bunch of those, yeah, to keep the food warm.

Interviewer: What are your interactions with customers like?

Courier: Not much of an interaction to speak of, really. 99% of the time it's just a quick handoff.

Interviewer: Would you say that you make a good profit after all your expenses?

Courier: Definitely, working 3 days a week and I'm able to live comfortably.

Interviewer: That's good to hear. When you go to pick up food at a restaurant, what is that process like?

Courier: Super simple, I honestly just grab the food. Sometimes the restaurant will be slow and I'll have to wait in my car or at a table.

Interviewer: Do you usually check to see if the order is right before you leave the restaurant?

Courier: Absolutely!

Interviewer: What are some of the "pain points" about being a courier? What are some of the things that make your job challenging?

Courier: I think by now I've got everything worked out. Overall, it's rough not being a "real employee," I'm a private contractor, so I can't get any benefits. In that way it's much worse than a "normal" job.

Interviewer: What's the best part of your job?

Courier: Only having to work 3 days a week, and it's just so easy.

Interviewer: Do you feel safe when delivering food?

Courier: Yes. I'm a licensed carrier, though, so that definitely helps with that.

Interviewer: Did your company give you any kind of food safety training?

Courier: No. It's interesting, really, I think we're in kind of a legal loophole. If a waiter at a restaurant were to hand you a bag of food, they'd need a food handler's permit, but if I do it, I don't. I think we should.

Interviewer: Outside of your current role as a courier, have you ever received something like food handlers' training?

Courier: Yes, a few years ago.

Interviewer: Are you required to do things like wash your hands or keep your car clean?

Courier: I definitely do now given the Coronavirus, but I didn't used to. I only really use my car for this, so it stays clean.

Interviewer: What do you think your delivery companies could do to help some of the challenges you face?

Courier: I think we need to fight for better payment and maybe benefits someday.

[End of Transcript]

Transcript – Interview 10

Interviewer: How did you get into online food delivery? What apps do you deliver for?

Courier: I just deliver for DoorDash, and I've been doing that for about a year and a half ever since I found out how much money people were making.

Interviewer: What is your average shift like?

Courier: I do 2 hour shifts every day after my day job, 5 days a week. In that time I'll make 4 or 5 deliveries.

Interviewer: Where in your car do you keep the food during the delivery?

Courier: In the front seat.

Interviewer: Do you use a reusable bag for your deliveries?

Courier: Yeah, the DoorDash one I'm supposed to use.

Interviewer: What are your interactions with customers like?

Courier: Very brief, usually. If anything I'll text them when I've arrived.

Interviewer: Would you say that you make a good profit after factoring in tips and gas?

Courier: It's a good addition to my job, yeah. I wouldn't be doing it if it were losing me money.

Interviewer: Makes sense. When you go to pick up food at a restaurant, what is that process like?

Courier: It's as simple as grabbing the food most of the time. I'll sometimes have to "order" it from the cashier and let them know I'm the dasher they're looking for.

Interviewer: Do you usually check to see if the order is right before you leave the restaurant?

Courier: Yeah.

Interviewer: What are some of the "pain points" about being a courier? What are some of the things that make your job more difficult than maybe it has to be?

Courier: I mostly just gripe about the pay. I don't think I could do it as a full-time job, but it's fine for just a little add-on to my current job. I hate that I have to drive a

lot during rush hour. I'm always a bit stressed to keep my rating up and my completion percentage at 100%.

Interviewer: What's the best part of being a courier?

Courier: Flexibility, easiness, quick money.

Interviewer: Do you feel safe when delivering food?

Courier: I still get nervous going up to people's doors, but in most cases it's fine since I'm in public.

Interviewer: Do you ever worry about the customer's safety?

Courier: I'm worried now if someone gets Coronavirus that someone is going to be a dasher and get people sick. That's why I like these new contactless deliveries, but still.

Interviewer: On that note, did your company give you any kind of health or food safety training?

Courier: No, not really. The app had a message about how we do these contactless deliveries, but nothing about things like salmonella or anything like that.

Interviewer: Why do you think that is?

Courier: There are a lot of loopholes when it comes to food delivery, like Uber drivers. I think as long as we aren't workers, like cooks or waiters, we don't need a food handler's card or anything.

Interviewer: Yeah, that's always been my understanding. Outside of your role as a courier, have you ever received something like food handlers' training?

Courier: No, I haven't.

Interviewer: When driving, are you required to do things like wash your hands or keep your car clean?

Courier: I think the only thing like that I'm actually required to do is use my DoorDash bag, but I know people who don't. I think it's more just for branding than anything else.

Interviewer: What do you mean by branding?

Courier: Like, I think it's more important to them that the DD logo is out there rather than we're using the bag to keep things hot.

Interviewer: What do you think your delivery company could do to help some of the challenges you face?

Courier: I think we could do more training and do a better job of vetting drivers.

Interviewer: Do you think there is a need for any kind of food safety training?

Courier: Definitely, and then people will know that online food is safe.

[End of Transcript]