What about the Workers?
Ridehailing, Micromobility, and Our Fair City

Urbanism Next Conference
May 2019
The giraffe leaned over to drink some swampy water, GLUG! GLUG! The little boy slid down its neck and fell into some quicksand next to an elephant, SLOP! Oh, that's bad. No, that's good!
TECHNOLOGY

Electric Scooter Charger Culture Is Out of Control

“Bird hunting” has become a pastime and a side hustle for teens and young professionals, but for some it’s a cutthroat business.

TAYLOR LORENZ  MAY 20, 2018
Gig Work

Contingent work that is transacted on a digital marketplace

Brown 2009
## Independent Contractors/1099 Workers

<table>
<thead>
<tr>
<th>Employee</th>
<th>Independent Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid hourly or by salary</td>
<td>Paid upon completion of project</td>
</tr>
<tr>
<td>Uses employer’s materials, tools and equipment</td>
<td>Provides own materials</td>
</tr>
<tr>
<td>Typically works for one employer</td>
<td>Works for multiple clients</td>
</tr>
<tr>
<td>Continuing relationship (at will or a defined term)</td>
<td>Temporary relationship (until project complete)</td>
</tr>
<tr>
<td>Employer decides manner and means of performing</td>
<td>Contractor decides manner and means of performing</td>
</tr>
<tr>
<td>Employer determines work performed</td>
<td>Contractor and client agree to project scope</td>
</tr>
</tbody>
</table>
Algorithmic Management

“a diverse set of technological tools and techniques to remotely manage workforces, relying on data collection and surveillance of workers to enable automated or semi-automated decision-making”

(Mateescu 2019)
Algorithmic Management

- Prolific data collection and surveillance of workers through technology
- Real-time responsiveness to data that informs management decisions
- Automated or semi-automated decision-making
- Transfer of performance evaluations to rating systems or other metrics
- The use of “nudges” and penalties to indirectly incentivize worker behaviors.
Health Concerns

- Sedentary nature of work
- Musculoskeletal pain: Neck, back, knee
- Hard to stop for a meal or break
- Difficult to find a bathroom
- Stress: passenger demands, ratings, finances

(Tran 2019, Mateescu 2019, Wells 2019)
Safety Concerns

• Crash risk
• Interactions with strangers/law enforcement
• Fatigued Driving
Positives

- Flexibility
- Not interacting with a boss
- Passengers: conversation and socialization
The giraffe leaned over to drink some swampy water, GLUG! GLUG! The little boy slid down its neck and fell into some quicksand next to an elephant, SLOP!

Oh, that's bad. No, that's good!
What about the Workers: Ridehailing, Micromobility, and Our Fair City

May 2019