

Scripted Interview: Local Courier (Scooter)

Q1. How long have you worked in delivery?

Delivery Worker: I've been delivering for local shops for three years.

Follow-up: Have you worked through past summers?

Delivery Worker: Yes — summer is usually busier, but also more stressful with the heat.

Q2. What do you like most about your job?

Delivery Worker: I like helping small businesses and seeing different parts of the city.

Follow-up: Does summer weather make that easier or harder?

Delivery Worker: It's harder — I sweat through my gear fast and have to slow down to stay safe.

Q3. What is the hardest part of your work?

Delivery Worker: Tight delivery windows and traffic.

Follow-up: What makes hot or humid days more difficult?

Delivery Worker: I get dehydrated quickly and have to stop more often, which risks delays.

Q4. Can you describe a typical workday?

Delivery Worker: I coordinate pickups, ride my scooter, and deliver to shops.

Follow-up: What changes when it's really hot outside?

Delivery Worker: I plan routes with shade, avoid midday shifts, and bring extra water.

Q5. What tools or apps do you use?

Delivery Worker: I use a scheduling app and phone maps.

Follow-up: Do you use anything to check the weather or stay cool?

Delivery Worker: I check weather alerts and wear a cooling vest under my jacket.

Q6. How do you stay safe while working?

Delivery Worker: I check my scooter before shifts, wear a helmet, and avoid risky maneuvers.

Follow-up: What do you do differently in summer?

Delivery Worker: I slow down, monitor for heat stress, and take short breaks in shade.