

## Scripted Interview: Parcel Driver (Van)

Q1. How long have you worked in delivery?

Delivery Worker: I've been a parcel driver for four years.

Follow-up: Have you worked through past summers?

Delivery Worker: Yes — every summer. Peak season and heat together can be intense.

Q2. What do you like most about your job?

Delivery Worker: I like solving routing challenges and finishing a full load.

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

Delivery Worker: It's harder — traffic increases and heat slows me down, especially in older vans without good AC.

Q3. What is the hardest part of your work?

Delivery Worker: Short delivery windows and heavy traffic.

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

Delivery Worker: The van heats up quickly, and lifting packages in humidity wears me out faster.

Q4. Can you describe a typical workday?

Delivery Worker: I load the van early, follow my optimized route, and scan packages at each stop.

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

Delivery Worker: I take more breaks, park in shade when possible, and drink water between stops.

Q5. What tools or apps do you use?

Delivery Worker: I use route optimization software and a handheld scanner.

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

Delivery Worker: I check weather apps and keep a cooling towel and extra water in the van.

Q6. How do you stay safe while working?

Delivery Worker: I secure cargo, follow safe parking practices, and stick to maintenance schedules.

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

Delivery Worker: I wear light clothes, hydrate, and avoid working during peak heat hours.