## **P3 Lia O**

**Evelyn Boodaghians** [00:00:00]  
OK, awesome. OK.

**Bookmark: Introduction and personal background**

**Evelyn Boodaghians** [00:00:02]  
Leah, just to start off, can you share a little bit about yourself, maybe where you live, what you do for fun or for work, anything you're comfortable sharing about yourself?

**P3 Lia O** [00:00:12]  
Sure. Yeah. I'm 37 years old. I'm from Livonia, MI I live in Livonia, MI It's right outside Detroit. I am a ticket agent at an airline and part time and I have a 2 year old daughter and I'm a wife. I live with my daughter and my husband. It's summer here in Michigan so we like to go by the lake if we can. I do a lot of toddler mom and toddler classes with my daughter, which I find to be enjoyable, go to concerts and then with my friends if I can and then for like food. It's just especially ever since 7 birth, I give like it's been so easy, especially with the demands of a baby now even the toddler she's can't she's crazy at the grocery store. So it's so it's so convenient to order groceries, you know, online and like Grubhub, Grubhub usually we do because there doesn't seem to be many groceries, I guess on Grubhub like limited. So we do, but we do like to order out from restaurants every weekend. So that's why I usually do Grubhub and then but like with the grocery stores, I find like Instacart to be really helpful and like a couple hours.

**Evelyn Boodaghians** [00:01:27]  
OK. And you mentioned your part time as a ticket agent. How many? Like how often do you work? What's that look like?

**P3 Lia O** [00:01:34]  
Usually it's three days, three days a week.

**Evelyn Boodaghians** [00:01:39]  
That must be a stressful job. Hopefully people aren't yelling at you too much with all the.

**P3 Lia O** [00:01:44]  
Yeah, you get like some days you'll get a chaotic day or some days it'll be OK.

**Evelyn Boodaghians** [00:01:49]  
Yeah, the mixed bag. You started to tell me a little bit about your family. So it sounds like you have one daughter and your husband or your partner in the house.

**P3 Lia O** [00:01:58]  
My husband, yes. Yeah, I.

**Evelyn Boodaghians** [00:02:00]  
Didn't want to assume you said.

**P3 Lia O** [00:02:02]  
Oh, no, it's OK. Yeah.

**Evelyn Boodaghians** [00:02:03]  
Wife. So OK, that makes sense.

**Bookmark: Childcare arrangements**

**Evelyn Boodaghians** [00:02:06]  
And then tell me a little bit about childcare for your daughter. How does that work?

**P3 Lia O** [00:02:11]  
Yep, so my mother-in-law watches her one day a week and then there's a home daycare in the area, like in our neighborhood. So she goes there like to get like socialization and stuff like twice a week.

**Evelyn Boodaghians** [00:02:26]  
And is the day that your mother-in-law watches her the same every week or does it change?

**P3 Lia O** [00:02:31]  
It's usually the same, yeah, usually the same depending on my work schedule, but it's pretty consistent.

**Evelyn Boodaghians** [00:02:38]  
And then you mentioned the home daycare she goes to. How often does she go there?

**P3 Lia O** [00:02:42]  
Like twice a week.

**Evelyn Boodaghians** [00:02:44]  
And is that a full day thing or half day?

**P3 Lia O** [00:02:47]  
A full day, like 99 to 9:00 to 5:00.

**Evelyn Boodaghians** [00:02:51]  
9:00 to 5:00. Gotcha. OK, we started to talk about this a little bit, but we'll talk about food for your family.

**Bookmark: Food preferences and meal planning**

**Evelyn Boodaghians** [00:03:00]  
So tell me a little bit about what does food look like for a typical week for your family? And I know weekdays versus weekends might be a little different, so feel free to chat through that too.

**P3 Lia O** [00:03:12]  
Yeah, so before it was like when my daughter was just eating salads, it was like just like the baby food stuff. I would just order that. Like Instacart, like I would order that kind of food and then my husband and I would get a lot of carry out because it was just us two, but now that my daughter is eating just regular food now, so it's shopping for three. So I like to cook like easy, quick, like easy meals that are healthy and like quick to make. So I like and then on the weekends we like to try like, you know, like restaurants or something that we see like online and.

**Evelyn Boodaghians** [00:03:49]  
Do you guys go out to eat at those or is that and?

**P3 Lia O** [00:03:52]  
It's it's easier to do delivery now with her her crazy daughter.

**Evelyn Boodaghians** [00:03:58]  
She's like.

**P3 Lia O** [00:03:59]  
No, she's all over the place. She's.

**Evelyn Boodaghians** [00:04:02]  
Yeah, she's two, you said?

**P3 Lia O** [00:04:04]  
Yeah, she's 2. She's cute. She's just like, she likes to talk like she's just funny. She just likes to scream like in a good way, but she'll like like she likes to be noticed. I.

**Evelyn Boodaghians** [00:04:14]  
See, that makes sense. And tell me a little bit about breakfast versus lunch versus dinner. How does that work?

**P3 Lia O** [00:04:23]  
So breakfast, we're not at like Big Breakfast eaters. So we'll do like oatmeal, fig bars, things like that. But then like lunch, lunches are usually like sandwiches, stir fries, casseroles. And then like dinners are like casseroles or more like like maybe like homemade pizzas and like homemade spinach pies, things like that.

**Evelyn Boodaghians** [00:04:54]  
And how often would you say you're cooking dinner during the week?

**P3 Lia O** [00:05:03]  
Sometimes like I do the where I meal plan, so that like helps. Yeah. So that'll like help or I don't have to actually cook every single day. So usually like four days a week.

**Evelyn Boodaghians** [00:05:16]  
Yeah, tell me a little bit more about meal planning. What does that look like?

**P3 Lia O** [00:05:21]  
Yeah, so I actually first started it when I was making like, like the , like the purees and stuff for my daughter when she was little. So I would incorporate like if we were having chicken or something, like I would incorporate chicken into her puree and stuff like that. So I would do. So I do like, like, like chicken strips, and then I'll do like, a vegetable and fruit and cheese. And then if it's like, more and then someone sometimes I'll do like, Brussels sprouts and then I'll do, like, a roast. And then that'll last a while. Yeah. And like things in the crockpot too.

**Evelyn Boodaghians** [00:06:02]  
OK. That sounds like you're making like a roast and then that's lasting for a couple.

**P3 Lia O** [00:06:06]  
Days. Yeah, yeah.

**Evelyn Boodaghians** [00:06:09]  
OK.

**P3 Lia O** [00:06:10]  
Or like a rotisserie chicken, but with like a different size and things like that to add to it. So I'll get like a bunch of like Brussels sprouts or a bunch of fruit and stuff to make it a meal.

**Evelyn Boodaghians** [00:06:21]  
OK.

**Bookmark: Cooking responsibilities**

**Evelyn Boodaghians** [00:06:22]  
Plus size. And would you say you're the primary cook of the family or does your husband cook?

**P3 Lia O** [00:06:28]  
Primary 'cause he works more than I do, So yeah, I'm primary, OK.

**Evelyn Boodaghians** [00:06:36]  
OK, that makes sense.

**Bookmark: Use of Instacart for grocery shopping**

**Evelyn Boodaghians** [00:06:40]  
You started to talk a little bit about food shopping, how you use Instacart. Tell me a little bit more about that. What's food shopping for the week look like?

**P3 Lia O** [00:06:49]  
So usually, so I'm an Instacart plus member. So I do I, I save. What is it that I like the membership because I feel it's affordable and plus I'm saving so, and it saves me time, you know, from going to the grocery store or taking time out of my day to do that. And I feel like it's fast delivery. And so when I order, yeah, or when I order through Instacart, it's, I already know what I want 'cause I already have the recipe down or I already know I have a list. So I already know what I want. And it's not like I'm browsing really. So I search like through, you know, and then I find what I want. And then sometimes the, you know, the driver or whoever shopping for me will be like, oh, if they're out of the store is out of a certain item, we'll have a different item that I can choose from. And, but it's been helpless like groceries, food, diapers, wipes, you know, household goods. So it's it's all that.

**Evelyn Boodaghians** [00:07:46]  
And how often are you placing one of these Instacart orders?

**Bookmark: Frequency of Instacart orders**

**P3 Lia O** [00:07:51]  
Probably like four days a week.

**Evelyn Boodaghians** [00:07:54]  
Four days a week.

**Evelyn Boodaghians** [00:07:59]  
OK, tell me a little bit about that. So four days a week you're placing an order. I'm trying to think how to phrase this. Is it just like as the need comes up or is there some other like method to this?

**P3 Lia O** [00:08:14]  
Yeah, usually like as the need comes up or if I forget something on the list or yeah, if I forgot that like I'm running low on diapers or what like like the daycare, I have to provide my daughter diapers and stuff like that. So they'll they'll tell me I'm on the diapers. I'm like, oh, shoot. So I can just go on Instacart and get diapers right away. Yeah. And so if I, and then if I have like a last minute, sometimes I like, I like to host dinners and stuff at my home for some family and friends. And then they'll, I'll do that too, for Instacart, like last minute shopping, OK, even like flowers too. Like if I'm going somewhere and I want to bring flowers to someone for whatever occasion, like I'll be like, oh, I've got Instacare, get some flowers.

**Evelyn Boodaghians** [00:08:56]  
It's really.

**P3 Lia O** [00:08:57]  
Convenient, yeah.

**Evelyn Boodaghians** [00:08:59]  
OK, OK. And you mentioned you kind of have a list when you go in. Tell me a little bit more about that.

**Bookmark: Creating a shopping list**

**Evelyn Boodaghians** [00:09:05]  
How does that list come to be?

**P3 Lia O** [00:09:08]  
I ask my husband, what if he wants anything what he needs, we drink our coffee totally different. So if he needs like a certain flavoring for his coffee, like things like that, then I'll make sure I'll see what my like what I could get get for my daughter's snacks if we're low on toilet paper, paper towels. So I'll check around the house to see. And then sometimes you just realize you're out and it's like, oh, OK, well, bye.

**Evelyn Boodaghians** [00:09:37]  
Do you go into a grocery store in person anymore or not so much?

**Bookmark: Occasional in-person grocery shopping**

**P3 Lia O** [00:09:42]  
Sometimes if I have to, if I sometimes if I have to, because it could be if I have time, like if I have like a day off, my daughter's out with a front like her friend or you know, or her, her like family like wants to. If my sister wants to like watch her something and I have the day to like get some errands done, I will because sometimes it is frustrating. It does seem like every time I use Instacart, there's always something not available and then so then you have to. So I'd rather go to the store that I know has like the availability of the item that I want.

**Evelyn Boodaghians** [00:10:16]  
It seems like it's like a time thing, like if you have time off or someone.

**P3 Lia O** [00:10:20]  
To. Yeah, exactly.

**Evelyn Boodaghians** [00:10:24]  
And then how about your husband? Does he do grocery shopping stuff or not so much?

**P3 Lia O** [00:10:30]  
No, it's usually my, my daughter. I, I like to do it. I like to like go in an orderly like that. And he, he just lets me take the rein on that. So it's, it's fine. And he's not like a picky eater or anything. So he's, I mean, he'll give me his input like especially if you order from restaurants and stuff like that online, but.

**Evelyn Boodaghians** [00:10:51]  
Yeah, OK. We talked about cooking and that, so let's talk a little bit more about ordering food.

**Bookmark: Ordering food and carry out**

**Evelyn Boodaghians** [00:10:59]  
So tell me a little bit about what does that look like for a week for your family?

**P3 Lia O** [00:11:05]  
Yeah. So usually like, yeah, so I'll cook at home like 4-5 days out of the week and then depending. So two or three days we'll order. It's always on the weekends. So two or three days we'll order like a carry out from somewhere. And there's so many new restaurants in the area, it seems like like, and that's 20 miles. So it's we're always trying new things, which we like to do, which I think it's fun.

**Evelyn Boodaghians** [00:11:29]  
So it sounds like it's more of a weekend thing ordering out.

**P3 Lia O** [00:11:32]  
Yeah, yeah.

**Evelyn Boodaghians** [00:11:35]  
And how does it come to be like you guys decide to do a delivery, what kind or a carry out either or what kind of will lead to that?

**P3 Lia O** [00:11:45]  
Usually, usually like during the like when it's close to dinner time, my husband would like, oh, what do you, what do you want? I mean, we have family over sometimes feel like our parents or his parents or whoever. And they usually like to just be low key and just order easy and like order something. And so that's usually the time that we all get together and and order from a restaurant.

**Evelyn Boodaghians** [00:12:13]  
OK. And who ends up usually placing the food delivery orders like you, your husband, a mix?

**P3 Lia O** [00:12:22]  
I do because I have all the apps on my phone.

**Evelyn Boodaghians** [00:12:25]  
OK.

**Evelyn Boodaghians** [00:12:30]  
And do you now that your daughter is eating, I think you said solid foods, does she eat from the food delivery or not so much?

**P3 Lia O** [00:12:37]  
He does, yeah.

**P3 Lia O** [00:12:42]  
OK.

**Evelyn Boodaghians** [00:12:43]  
That makes sense with regards to your daughter. And you mentioned that you're like the primary caregiver. She does go to daycare. Do you guys also have babysitters or nannies or anything involved or not so much? Or I guess grandparents?

**P3 Lia O** [00:12:57]  
I mean, we have our, yeah, our grandparents here and there, but like, not so much, yeah.

**Evelyn Boodaghians** [00:13:01]  
OK. And when she goes to daycare, how is the food handled for her at daycare? What's kind of the?

**P3 Lia O** [00:13:09]  
Yeah, the the provider, they the lady provides it.

**Evelyn Boodaghians** [00:13:12]  
OK. So you don't have to pack for.

**Evelyn Boodaghians** [00:13:18]  
OK. Does that make sense? I think you mentioned on the little survey that you filled out that you're also a caregiver for one of your grandparents or parents. Let me look back and make sure I'm my grandfather. Yeah. Tell me a little bit about that. Yeah. What's what's going on there?

**Bookmark: Food delivery for grandparents**

**Evelyn Boodaghians** [00:13:36]  
I guess just a broad question.

**P3 Lia O** [00:13:38]  
So he's got like some health issues. He's in his 80s and he doesn't know, he's like barely uses his cell phone. He doesn't know anything about using the apps. He's, you know, old school. So I usually like, I've been doing like the grocery shopping for him because it's hard for him to get out and drive and go to the grocery store himself. So I've been like doing the grocery shopping for him. And then I usually do like the Instacart. And so I'll let him know when it's coming to his house and then he just leave it by the door and then he'll, he'll let me know. You know, he know. He lets me know what he wants.

**Evelyn Boodaghians** [00:14:24]  
OK, how does?

**P3 Lia O** [00:14:24]  
He if he wants like a pizza or something like that, I'll get that delivered over to him too.

**Evelyn Boodaghians** [00:14:29]  
Yeah, tell me a little bit more about that. Like how does he let you know what he wants? Things like that.

**P3 Lia O** [00:14:36]  
I'll just, I'll call him and then I'll be like, I'll either like call him or go over there if I'm visiting with them. Either way, if I don't have time, you know, to go over there, I'll give him a call and just see what he wants.

**Evelyn Boodaghians** [00:14:52]  
And how often would you say that you're doing a grocery order for him?

**P3 Lia O** [00:15:02]  
Usually 'cause he's it's just him so I've but usually I think twice a week.

**Evelyn Boodaghians** [00:15:09]  
And that's through Instacart. And then you also mentioned like sometimes he'll want pizza or.

**P3 Lia O** [00:15:15]  
Something small like from the local, like Italian restaurants that he likes. So yeah, then like a little yeah, 'cause it's, it's just him, so.

**Evelyn Boodaghians** [00:15:27]  
And then how is that through one of the food delivery apps or is that in like pick up order? How does that work?

**P3 Lia O** [00:15:34]  
Yeah, that's usually through. Yeah, just delivery and then I'll usually do like Grubhub or DoorDash with that.

**Evelyn Boodaghians** [00:15:41]  
And how often would you say that is that?

**P3 Lia O** [00:15:45]  
Is I've been doing that maybe every other week.

**Evelyn Boodaghians** [00:15:53]  
When you get the groceries for him, does he cook for himself or do other people help him cook?

**Bookmark: Cooking for grandparents**

**P3 Lia O** [00:16:01]  
He can, he can cook for himself so and he's not making like crazy meals so he can cook for himself. I do if I'm over there because I do like to spend some time with him. I'll bring my daughter over and I'll I'll be the one that's cooking. And then there's other people like family and friends that visit him and then they have the groceries so they'll.

**Evelyn Boodaghians** [00:16:20]  
Help him cook if.

**P3 Lia O** [00:16:21]  
If need be.

**Evelyn Boodaghians** [00:16:24]  
Did any other members of your family like take care of ordering groceries for him or is that solely kind of your?

**Bookmark: Involvement of other family members in grocery ordering**

**P3 Lia O** [00:16:32]  
It's I mean, sometimes they do, but I think they go they actually go to the actual store I and drop it off, but that's more because they're not there. They're not doing it as often or me. It's like I it's so it's so much I have to, I don't know what I would do he the apps for helping. I mean, you know, 'cause it's I can't be there really to grocery shop and do all of that with my schedule. OK.

**Evelyn Boodaghians** [00:16:59]  
That makes sense. Let me just take a look here. How do you feel that's going with managing kind of the food for your grandfather?

**Bookmark: Managing food for grandfather and challenges**

**Evelyn Boodaghians** [00:17:10]  
What's working well? What kind of isn't working well, or you wish was working better?

**P3 Lia O** [00:17:16]  
Honestly, I don't, you know, I really aren't any negative about it because it's all being delivered over to him. I guess like he does get frustrated if there's an item he doesn't really understand. So if there's an item they don't have and I have to get him like a different brand, he's like really into his certain brand. So if I had to give him a different brand, he's like, well, this wasn't the right brand. I'm like, well, they didn't have it. And but that can be kind of frustrating, I think. But other than that though, it's been really helpful. Helpful because that way I don't have to be stressed out being in two places at one time.

**Evelyn Boodaghians** [00:17:56]  
How long have you been kind of doing this for your grandpa?

**P3 Lia O** [00:18:01]  
For about a year now.

**Evelyn Boodaghians** [00:18:03]  
And have you seen anything like change over the year or has it mostly stayed the same?

**P3 Lia O** [00:18:10]  
I think it's mostly stayed the same.

**Evelyn Boodaghians** [00:18:17]  
And you mentioned that he doesn't have any of the apps or things like that. Tell me a little bit more about that.

**Bookmark: Grandfather's lack of understanding of technology**

**P3 Lia O** [00:18:24]  
He does, he doesn't understand it. He's in his 80s. It's different, you know, he doesn't even want to really learn like even basic cell phone. So you know what you're going to do. So it's kind of on me and some or like some other family members to kind of help him out with the more tech modern things.

**Evelyn Boodaghians** [00:18:46]  
Makes sense.

**Evelyn Boodaghians** [00:18:50]  
OK. And then sorry, I was just looking at my questions. How does then so you order for him, how does then like the money aspect of this work? Is it on your account, Is it on, do you have a separate account for him? What does that look like?

**P3 Lia O** [00:19:10]  
Oh no, he gives me money when I like. When I go over there, he'll give me some money.

**Evelyn Boodaghians** [00:19:16]  
OK. But it's all through your accounts, yeah.

**P3 Lia O** [00:19:20]  
Yeah. But yeah, he'll like give me a check or whatever to cover the the.

**Evelyn Boodaghians** [00:19:25]  
Crops. OK, that'd be OK. I've been kind of the same question. You mentioned that sometimes you're like sister will take your daughter for a bit. How does like, yeah, how does that work with her food if your sister takes your daughter for a little bit? Well.

**P3 Lia O** [00:19:49]  
I usually have food at the house and stuff like that. So but if I, if I need to go go grocery shopping for certain things, I'm where I have time, then I'll just like I'll but I usually do pick up though, because it's easier that way. I don't have to, I don't know. It's so much easier than I used to do pick up. But I do need to go into like the drug store or the grocery store for something fast where I know exactly where it's at and what I need. Then I'll I'll go in.

**Evelyn Boodaghians** [00:20:21]  
I want to talk a little bit about the different types of subscriptions you have and they could be outside of food delivery, OK, So tell me a little bit, yeah, about the current subscriptions that you have that kind of come to your mind, top of mind.

**P3 Lia O** [00:20:35]  
They don't. So Ulta, I really love Ulta because of like the tier program that they have the rewards program.

**P3 Lia O** [00:20:47]  
So I have the Walmart Plus that's been really good for Walmart Plus and Target 360 and members of that because that's really awesome for you can get clothes like I like I realized one day my daughter didn't have a bathing suit that fit and we were going to go to the pool.

**Bookmark: Delivery subscriptions**

**P3 Lia O** [00:21:03]  
So I got same day delivery for a bathing suit. So that was pretty, that was great.

**P3 Lia O** [00:21:11]  
So yeah, so those types of.

**Evelyn Boodaghians** [00:21:15]  
And then do you have any like what are they called?

**Bookmark: Streaming services subscriptions**

**Evelyn Boodaghians** [00:21:20]  
I think maybe subscriptions are the right word but like for streaming services or like music or gyms or.

**P3 Lia O** [00:21:27]  
Yeah, Planet Fitness for Gem and then yeah, I have a bunch of I have Netflix, I got I have it all HBO Max, all all the streamings are Paramount Plus. Yeah, OK.

**Bookmark: Food delivery subscriptions**

**Evelyn Boodaghians** [00:21:39]  
And how do your Oh and then also including food delivery, you mentioned Instacart, but how about for other delivery services? Any subscriptions there other.

**P3 Lia O** [00:21:53]  
Delivery services, Amazon, I mean, yeah, Amazon, I think that's it.

**Evelyn Boodaghians** [00:22:03]  
Oh, for these subscriptions, tell me a little bit about are they just yours?

**Bookmark: Sharing subscriptions with husband**

**Evelyn Boodaghians** [00:22:09]  
Do you share them with anyone?

**P3 Lia O** [00:22:13]  
They what's my husband and I, Yeah.

**Evelyn Boodaghians** [00:22:19]  
So no like extended family or anything like that that uses.

**P3 Lia O** [00:22:23]  
No.

**Evelyn Boodaghians** [00:22:26]  
And then when you share with your husband, are those like considered like family plans or are they just like a single person's account that you guys both use?

**P3 Lia O** [00:22:35]  
It's like, yeah, like a single person.

**Evelyn Boodaghians** [00:22:47]  
OK, that makes sense. I'm just looking at. OK, so you mentioned that when you're doing food, it's usually DoorDash. It sounds like is your kind of or Grubhub, sorry, but not for grocery.

**Bookmark: Types of food orders on Grubhub**

**Evelyn Boodaghians** [00:22:59]  
So tell me a little bit about like, what does like a typical order on Grubhub look like?

**P3 Lia O** [00:23:07]  
So usually like restaurant delivery, carry out orders and like variety. Like I never stick to like one restaurant. Like I like to try like a variety. And then they, I like how they'll like they'll let you know what's new in the area. And I like, I definitely go by the reviews, you know, and then like if there's a certain like food item trending that people seem to really like.

**Bookmark: Convenience store deliveries on Grubhub**

**Evelyn Boodaghians** [00:23:29]  
OK. Have you ever used any of like the like convenience store deliveries on Grubhub or the smaller grocery stores? OK.

**P3 Lia O** [00:23:40]  
Yeah, like 711 and then like a local, there's like a local one, yeah.

**Evelyn Boodaghians** [00:23:46]  
In what situations do you find yourself like using that I?

**P3 Lia O** [00:23:51]  
Think they have the Grubhub seems to have a lot of like nice deals for like the like percentages off if you order from like a convenience store. So I was like, well, I can I know things I can get I can get like water. I can get like a snack, like if I want to smoothie or something like that. That's when I kind of utilize that from the convenience store.

**Evelyn Boodaghians** [00:24:18]  
And you mentioned the deals part of that.

**P3 Lia O** [00:24:21]  
Yeah, it always seems like Grubhub always offers like really compare like not they don't really offer too much on restaurants, but convenience stores they seem to offer like nice percentage off deals.

**Evelyn Boodaghians** [00:24:34]  
And it sounds like it's mostly like snacks that you kind of go to that for.

**P3 Lia O** [00:24:38]  
Yeah, snacks, beverage, snacks and beverages.

**Evelyn Boodaghians** [00:24:43]  
How often would you say that? That's like a type of order you put in.

**P3 Lia O** [00:24:48]  
Two times a month.

**Evelyn Boodaghians** [00:24:56]  
OK. So you mentioned that you guys are ordering usually on the weekends. How about your husband? Does he order independently ever or is it yeah as a duo that you usually order?

**P3 Lia O** [00:25:11]  
Yeah, it's just all my account. And then he'll just let me know what he he wants. Yeah.

**Evelyn Boodaghians** [00:25:20]  
OK. I'm just gonna look through these questions really quickly to see where we're heading. Talked about food shopping and then food ordering, delivery, other family. OK, you mentioned that sometimes people come over and you guys will order it for a group. Tell me a little bit about that. If you can remember the most recent time it happened and feel free to walk walk me through what was going on that day.

**P3 Lia O** [00:25:51]  
Yeah, definitely. There's so there's, it was like like last weekend I had like friends, some friends and family over for barbecue and I didn't realize that I like didn't have certain like salad dressings and BBQ sauce for what we needed. And then it was like ice too. We didn't have ice. And there's, there's things I just completely just didn't even think about. And so I was like, oh, and like they're, they're like, they're going to be here in like an hour or so. Yeah, I went right to Instacart and like got the last minute items that I needed, which I just, I know I love. I, I'm just, so I'm so busy these days and I just like, I just forget that like to write things down on my list. And that's what I really love about the, the apps, the delivery apps. That really helps me when I forget things.

**Bookmark: Ordering groceries through delivery apps**

**Evelyn Boodaghians** [00:26:43]  
When you're ordering groceries through the apps usually like when are you hiring to get them by? Like in this case, it sounded like you kind of need them right away. Is that?

**P3 Lia O** [00:26:54]  
Yeah. So on Instacart, they have the option for like the speedier delivery, like under. Yeah, so I picked that even though it costs, I think it's and it's not bad. I think it's like maybe $2.00 extra that they charge you. So I'm like, yeah, let's do it. And, and then, but for like a regular everyday delivery, I just do standard. I just standard 'cause I, I'm not in a rush. I know as long as I'm home as someone, as long as someone's home to get the the groceries, I just pick the standard amount and it's there's no charge to it.

**Evelyn Boodaghians** [00:27:29]  
And how much is that usually? Like at what time is that usually delivered? If you do the standard one like, what's the time?

**P3 Lia O** [00:27:36]  
I like to try and do like it's a so if I'm home and I try and order some deliveries, I'll try to do it at like 1:00 so it doesn't seem so busy. That way the stores aren't too busy. And then if it's in the evening, I'll place the order around like 630.

**Evelyn Boodaghians** [00:27:57]  
And when you place it at one, when are you hoping at least to get it by 8?

**P3 Lia O** [00:28:03]  
30.

**Evelyn Boodaghians** [00:28:08]  
Is that the same for if you were to place it at six 6:30-ish or is that more?

**P3 Lia O** [00:28:12]  
Yeah, yeah. Usually it seems to be faster but on the evening hours, but yeah that's usually like hour ish hour and a half.

**Evelyn Boodaghians** [00:28:24]  
So it seems like same day is a must. Some situations it's speedy, you need it faster. Other situations, it's OK if it's like an hour, hour and a half.

**P3 Lia O** [00:28:34]  
Yeah.

**Evelyn Boodaghians** [00:28:40]  
OK, OK, Leah, I just realized I missed one thing. So we talked a lot about breakfast. You guys aren't Big Breakfast people. For dinner. You will usually try to cook during the weekdays, but how about lunch?

**Bookmark: Lunch options at home and work**

**Evelyn Boodaghians** [00:28:53]  
What does lunch look like for you when you're at home versus at work?

**P3 Lia O** [00:28:58]  
Yeah. So when I'm at home I usually do like sandwiches, spinach pies like so a lot of deli meat and stir fries.

**Evelyn Boodaghians** [00:29:13]  
And then how about if you're at work?

**P3 Lia O** [00:29:17]  
And then at work I sometimes I will like bring a lunch I'll order from the the nearby restaurants and the airport.

**Evelyn Boodaghians** [00:29:28]  
Oh OK, so at work you'll sometimes take your own food, but sometimes you're getting food from the airport restaurants.

**P3 Lia O** [00:29:38]  
Yeah.

**Bookmark: Meals for husband at work**

**Evelyn Boodaghians** [00:29:40]  
And how about your husband? Does he work from home? Does he go into an office?

**P3 Lia O** [00:29:46]  
And he works outside the home, so he he'll usually take like sandwiches or like the stir fries and like the the meal preps that we make or sometimes if they think they have like a fast food restaurant next to his work. So if he ever forgets his lunch, he'll stop in there.

**Evelyn Boodaghians** [00:30:07]  
OK, that makes sense. Forward stop by fast food typing is escaping me OK we've just got through all these questions that's why I'm like what else which is good we're.

**P3 Lia O** [00:30:35]  
Talking not a bad.

**Evelyn Boodaghians** [00:30:37]  
Thing just a good thing. We've talked about cooking, we've talked about this.

**Bookmark: Managing care for grandfather**

**Evelyn Boodaghians** [00:30:45]  
OK. I'm just looking over the questions about your grandfather, just to make sure I hit everything there.

**Evelyn Boodaghians** [00:30:53]  
I there's other than outside of your grandpa, there's no one else that you kind of manage care for, is that correct? OK. And you talked about that shopping for him and cooking for him. Sorry, I'm just really talking to myself and then ordering food for him.

**Evelyn Boodaghians** [00:31:16]  
OK, OK. I think we hit on everything. So I think you could get half an hour back to your day, which is probably.

**P3 Lia O** [00:31:27]  
Helpful to me.

**Evelyn Boodaghians** [00:31:29]  
Is there any questions that I can answer for you or anything that I didn't touch on that you want to talk through? If not, I think that was everything.

**P3 Lia O** [00:31:37]  
I don't think so.

**Bookmark: Convenience of food delivery apps**

**P3 Lia O** [00:31:38]  
I really love the apps like the the and the restaurant and delivery like Grubhub, DoorDash, Instacare, Walmart. Plus it's it's awesome. Helps my life so much.

**Evelyn Boodaghians** [00:31:49]  
Juggling A2 year old is probably time, yeah?

**P3 Lia O** [00:31:51]  
And then like you were talking about like for my grandpa and stuff, it's like easy to just send food over without having to be, you know, drive over there and, and it, it's, it's easy here.

**Evelyn Boodaghians** [00:32:02]  
Yeah, I forgot.

**Bookmark: Proximity to grandfather's location**

**Evelyn Boodaghians** [00:32:04]  
How far are you and your grandpa in terms of distance from what?

**P3 Lia O** [00:32:07]  
So about 20 minutes. So yeah. So it's definitely convenient.

**Evelyn Boodaghians** [00:32:12]  
Yeah, Well, thanks so much Leo, for your time. I'm gonna check off that you were here. User interviews handles all the incentives, but if you have any issues, don't hesitate to reach out.

**P3 Lia O** [00:32:21]  
OK. Thank you so much.

**Evelyn Boodaghians** [00:32:22]  
Thank you. Have a good one. Bye bye.

## **Notes**