Scenario #	Scenario Summary & Probing Question	Persona & Addressed Issues
1	Renee is a new driver for the popular ridesharing company Lyber as well as a single parent, she struggles to balance driving full-time and caring for her two-year-old. When her child is sick, she does not have time to drive, meaning she won't be able to afford basic costs for food, rent and child care. Probing question: Unlike traditional employees, gig workers often do not have employment benefits. What do you think the solution should be?	Lack of Employment Benefits (e.g. childcare, PTO)
2	Dave started helping residents move in on TaskBunny last May and had a fruitful first 6 months due to new students and employees moving in for the fall. But now that it's the middle of winter, no clients are hiring for his services in January. Dave has no savings nor jobs lined up and he is struggling to pay rent. Probing question: What changes can help Dave overcome challenges induced by unstable income?	Income Instability
3	Susan is a delivery driver for GrubDash, and many restaurants that she delivers for recently started banning public access to bathrooms. Now Susan has to detour to spaces like gas stations, libraries, and sometimes even ER's just to catch a bathroom break. Probing question: What changes should be made to help Susan with bathroom breaks?	Lack of Working Necessities
4	George traveled to a dangerous part of town to deliver for LyberEats last night and was attacked by an unknown individual after the drop-off. He arrives at the ER to check on his injuries but is lost on how to provide health insurance information. He was offline from LyberEats at the time of attack. Probing question: How should drivers like George be protected from such attacks and overcharges?	Safety & Healthcare
5	Marianne makes a living knitting and selling gloves on Ebsy. Two years ago, Ebsy increased transaction fees by 42%, promising to bring in more buyers. Instead, Ebsy attracted more sellers with the funds, raising competition. To protest the fee increase, sellers are closing their shops for a week to strike and Marianne now has to decide between losing income versus losing negotiating power with Ebsy. Probing question: What changes could be made to help Marianne and future sellers deal with similar dilemmas?	Lack of Transparency & Collective Agency

Generating group	Scenario 1				
Workers	Platforms add policies for maternity leave, etc				
Platform employees	 Partner childcare program at discount Third class of workers (not employees or contractors) Bonuses for loyal workers (e.g. after 20 tasks) Trust-based loans Schedule rides in advance* Platform provides better rides 				
Regulators	 Higher hourly pay to all On-site health clinic Universal maternity leave Employee assistance program Platforms consult driver focus groups (co-op) Unionized labor Flexible scheduling* Collective bargaining Nontraditional 24-hr child-care 				
	Scenario 2				
Workers	 Find other gig work Workers make personal plans for seasonal changes 				
Platform employees	 Marketing campaign Train for other categories* Projections with new category suggestions 3rd class of workers External tools like GigEasy for rent protection Cross-platform gig worker ratings to help hard-workers 				
Regulators	 Unions Employee assistance program Job training for other categories* Connect with local workforce system Inter-app collaborations Universal basic income Higher pay Guaranteed minimum Company-supported saving Income pool (regulator/platform backed) Employer-sponsored financial education 				
Scenario 3					
Workers	Platforms offer/suggest breaks				
Platform employees	 Regulate more clean, safe public bathrooms* Partnering with anyone (including clients) for public bathroom access 				

	More green light hubsImprove algorithms to reduce wait times
Regulators	 Cities add more bathrooms* Regulations/unions enforce/bargain for less monitoring/oversight
	Scenario 4
Workers	 More security personnel* Bike emergency button Ban bikes in high crime areas Emergency button at all times
Platform employees	 Platforms notify workers when enter high crime areas Improved insurance schemes with fixed coverage gap Gov sends more police personnel to unsafe areas*
Regulators	 Health support PTO Worker compensation mandatory Within vehicle lock mechanism (e.g. safes) Platforms investing in anti-violence work Social workers in place of cops Visible public, physical presences
	Scenario 5
Workers	 Use another platform* Contracts requiring certain fixed priced commodities (despite changes)
Platform employees	 Platforms implement better transparency policies Worker-success program (adjusting marketing offerings, availabilities, supplies, etc) Better supply-side quality control Marianne puts her products on multiple platforms*
Regulators	 Connect to entrepreneur resources Worker owned co-op Support loyal workers via increased visibility Marianne sells elsewhere* Price ceiling on all transactions

	Platforms	Regulators	Workers
Radical/Reac h Solutions	 universal maternity leave green light hubs/partner support centers 	 a third legal class of workers improved insurance schemes with a fixed coverage gap impose a price ceiling on all 	 worker-owne d cooperatives Worker-initiat ed petitions & strikes
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	- partnerships between platforms - cross-platform rating system for workers - improved transparency policies - regulator/platform-backed income pools - mandatory company-funded worker stransaction - universal basic income platforme for everyone reveryone - more clean, safe public bathrooms - more police (or safety solutions) - regulator/platform-backed income pools - mandatory company-funded worker compensations	
	- shifts in legal and social classifications of gig workers	
Incremental Improvement s	- Earnings projections with category suggestions reduce wait times - offer better rides to workers - allow workers to schedule rides ahead of time - emergency button on bikes - company-supp orted savings - within vehicle lock mechanism - anti-violence investment - trust-based loans - bonuses for loyal workers - Employer-spo nsored financial education - worker-succes s programs - make financial plans personally	