Armin Samii had been biking for UberEats for a few weeks last July when he accepted a delivery he estimated would take 20 minutes, tops. But the app led him up one of the steepest hills in Pittsburgh, a 4-mile one-way trip that clocked in at an hour. Then he noticed that Uber had only paid him for 1 mile—the distance between his origin and destination as the crow flies, but not as the man bikes.

“I’d only done 20 deliveries, and this already happened to me,” Samii says. “For people who do this full-time, are they going to look this deeply into this statement? Are they ever going to find this issue?”

[...]