

App-Based Worker Paid Sick & Safe Time

This law applies to some types of app-based workers (sometimes called “gig workers”) and says that workers have certain rights when working on covered apps or online platforms (called “network companies”) within the City of Seattle.

Important rights for workers under this law include rights to:

- Earn paid sick and safe time (PSST) for the time they spend working in Seattle
- Use the paid sick and safe time they’ve earned for the following reasons:
 - To care for themselves or a family member for a physical or mental health condition including doctor’s appointments
 - To care for themselves, a family member, or a household member for reasons related to domestic violence, sexual assault or stalking
 - When a family member’s school or place of care has closed
 - If the company reduces, suspends, or discontinues operations for health or safety related reasons

Which company does this law apply to?

Network companies are businesses that use an online/phone application or platform to connect customers with app-based workers, present offers to app-based workers through a platform, and/or facilitate provision of services for compensation by app-based workers.

Network companies are covered by this law if they:

- Facilitate the work of 250+ app-based workers worldwide
- Set the rates of pay (decide how much a worker will be paid for a given offer)
- Monitor workers’ mileage and/or time

WHO IS COVERED?

App-based worker laws provide rights for people who use certain apps or online platforms accessed by smart-phone or computer to see offers for work and are paid to perform services in Seattle.

This law applies only to certain apps or online platforms. See above for more information about which apps are covered.

RETALIATION

Network companies cannot retaliate (take negative action against) an app-based worker for:

- Asserting their rights under these laws.
- Filing a complaint with OLS or a case in court.
- Telling others about their rights.
- Speaking with companies about rights.

OUR SERVICES

- Investigations of complaints.
- Outreach to workers.
- Technical assistance for businesses.
- Resources and referrals.

Language interpretation, translation, and accommodations are available. OLS does not ask about immigration status.

All services are free.



OFFICE OF LABOR STANDARDS

The mission of OLS is to advance labor standards through thoughtful community and business engagement, strategic enforcement, and innovative policy development, with a commitment to race and social justice.

MORE INFORMATION

(206) 256-5297

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How much PSST do app-based workers accrue?

Workers earn at least **one day of PSST for every 30 days they work in Seattle**. Any day with a pick up or drop of in Seattle counts toward that accrual.

Requesting and using PSST

App-based workers can start using PSST as soon as an accrued PSST day becomes available (as long as they have worked for the network company within the 90 days before making the request). Companies must make PSST available to workers within one week of accrual. Companies must approve or deny a PSST request within 48 hours.

If a worker uses more than three consecutive days of PSST, network companies may request reasonable information to show that the worker is taking PSST for a covered reason. The company cannot inquire about the nature of the use, only that the use was for an authorized reason.

Network companies must provide an “accessible system” for app-based workers to request, understand, and use PSST. Once PSST is requested, the use begins immediately and lasts for 24 hours. Companies must notify workers then their 24-hour period of PSST will end.

Pay for PSST

Network companies must pay workers their “average daily compensation rate” for each day of PSST used.

Average daily compensation rate = total pay / total days worked in Seattle during the previous 12 months of work. The total pay includes compensation for work performed both inside and outside of Seattle. This rate does not include tips earned from customers as part of pay.

Network companies must pay app-based workers for PSST taken within 14 calendar days or the worker’s next regular pay date, whichever is sooner.

Network companies may refuse to pay out for PSST if the requesting worker begins work on the app within the 24 hours granted for PSST.

Written notices required

Network companies must provide the following notices to app-based workers:

- The Notice of Rights associated with this ordinance, including the right to be free from retaliation.
- The company’s policy and procedure to meet the requirements of this law.
- Monthly notifications of: (1) the current rate of average daily compensation for use of PSST, and (2) the number of PSST days that have been accrued and reduced since the last month, and the amount that is available for use.

This information must be provided online or in the app, in English and the workers’ primary languages.

Resources

- **App-Based Worker Notice of Rights**
- **App-Based Worker PSST Q&A**

The Notice of Rights is available in Arabic/العربية, Amharic/አማርኛ, Chinese/中文, French/Français, Hindi/हिन्दी, Japanese/日本語, Korean/한국어, Oromo/Oromiffa, Russian/русский, Somali/af Soomaali, Spanish/Español, Tagalog, Tigrigna/ትግርኛ, Turkish/Türkçe, Ukrainian/українська, and Vietnamese/Tiếng Việt. More languages may become available, so check the OLS language web page linked below.

Translations are available at seattle.gov/laborstandards/resources-and-language-access/languages