

App-Based Worker Minimum Payment

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”).

Important rights for workers include rights to:

- A minimum payment based on time worked and miles traveled for each offer plus all tips,
- Upfront information about offers for work including an estimate of the time and miles the offer will take,
- Receipts and payment records from network companies,
- Unlimited access to the app or online platforms (except for safety reasons or due to deactivation),
- Limit availability to work or refuse offers without being penalized, and
- Cancel offers with cause and still receive payment

Which companies does the 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 AND
- Set the rates of pay (decide how much a worker will be paid for a given offer) OR
- Monitor workers’ mileage and/or time OR
- Only allow workers to communicate with customers after the worker has accepted an offer

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.

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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seattle.gov/laborstandards

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How much is the minimum payment?



The Office of Labor Standards created a calculator that estimates the correct payment per offer based on “engaged” time and miles. Scan the QR code to use the calculator.

Which minutes and miles count as part of this calculation?
It depends on the answer to these two questions.

WHEN DOES THE WORK HAVE TO START?

WHERE DOES THE WORK START?

WITHIN 2 HOURS OF ACCEPTING THE OFFER (“ON-DEMAND OFFER”)	OUTSIDE SEATTLE
Start counting minutes and miles from when the offer is accepted.	Only count the minutes and miles once the worker enters the City to complete the offer.
ANY OTHER OFFER	INSIDE SEATTLE
Only count the minutes and miles from the first work-related stop.	Count all the minutes and miles required to complete the offer. It doesn’t matter if the worker exits the City to complete the offer.

What if the offer is cancelled?

Workers must receive the minimum payment for offers that the customer or network company canceled and for offers that the worker cancels with cause (i.e. cancels for a protected reason).

Protected reasons for canceling an order include:

- Information that the network company provided about the offer was largely incorrect.
- The offer can’t be completed because the customer did not respond/was not present.
- The worker can’t complete the offer in the given time because of some unforeseen issue.
- The worker experiences sexual harassment or discrimination when they try to complete and offer and makes a good faith complaint using the company’s process.

Companies must review the reasons for cancellation within 72 hours.

Resources

- [App-Based Worker Notice of Rights](#)
- [Labor Protections for App-Based Workers Flyer](#)

These resources are available in Arabic/عربي, 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 page.

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