

# Seattle Office of Labor Standards

## App-Based Worker Paid Sick and Safe Time (PSST) Fact Sheet

This Ordinance applies to certain app-based workers (sometimes referred to as gig workers) and provides several rights and protections. “App-based worker” refers to a person who uses an app to receive work assignments.

### Companies Covered

This law applies to certain network companies that use an app to connect customers with app-based workers. Only network companies that hire 250 or more app-based workers worldwide, regardless of where those app-based workers perform work, are covered.

- Starting May 1, 2023, this law applies only to food delivery network companies.
- Starting January 13, 2024, this law applies to all covered network companies.

### Workers Covered

The law applies to any person who accepts a paid offer to perform services in Seattle for a covered network company’s platform.

### Accrual

App-based workers accrue at least one day of PSST for every 30 days worked in Seattle. Companies must notify covered app-based workers of their accrued, reduced, and available balance of PSST at least once a month.

\*Food delivery network company workers who accrued PSST prior to May 1, 2023, under the PSST for Gig Worker Ordinance can keep and use that PSST under this Ordinance.

Network companies must provide an accessible system for app-based workers to request, understand, and use PSST. Once requested, the use begins immediately and lasts 24 hours.

### Use

App-based workers can start using PSST as soon as an accrued PSST day becomes available, as long as they have worked for the hiring entity in Seattle within 90 days before the request. Companies must make PSST available within one week of accrual.

App-based workers can use PSST:

- To care for themselves or a family member for a physical or mental health condition, including a doctor's appointment
- 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 been closed
- If the company reduces, suspends, or discontinues operations for health or safety related reasons



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### Note

If the app-based worker uses more than three consecutive days of PSST, a company may request reasonable information that the app-based worker is taking PSST for a covered reason. The company cannot inquire about the nature of the use, only that the reason is authorized.

### Requesting PSST

- Companies must notify workers when their 24-hour period of PSST will end.
- After requesting use of PSST, companies can refuse to pay PSST if the worker begins work within the 24 hours.
- Companies must pay app-based workers for PSST within 14 calendar days or their next regular pay date, whichever is sooner.
- Companies must pay workers their average daily compensation rate for each day of PSST used (defined as total pay divided by total days worked in Seattle during the previous 12 months of work). Beginning January 13, 2024, “average daily compensation” will not include tips earned from customers.

### Companies Must Provide Written Notices

- Notice of the rights granted by this law, including freedom from retaliation.
- The company’s policy and procedure to meet the requirements of the 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, reduced, and available for use.
- This information must be provided online or by app, in English and the worker’s primary language.

### Contact the Office of Labor Standards

**App-Based Worker: Ask a question or file a complaint with OLS**  
**Companies: Receive training or confidential technical assistance**

**206-256-5297**



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