Washington State App-Based Rideshare & Delivery Driver Survey
January 2022
Drivers overwhelmingly say they prefer to be independent contractors (77%) after reading definitions of the two choices.

**An employee** works for one company, reports to a boss, is typically paid an hourly rate, and often receives benefits like health insurance and paid time off. An employee has to work when their employer requires them to, and typically works a set schedule.

**An independent contractor** works independently, is usually paid by the job/gig, and has to provide their own benefits like health insurance. An independent contractor sets their own schedule, can earn income through a number of different clients or jobs, and can do so on the side for supplemental income.

Do you think drivers and delivery people with app-based delivery and rideshare network companies should be classified as employees or as independent contractors in Washington State?
Drivers and delivery people are overwhelmingly satisfied with their work (80%).

In general, how satisfied or dissatisfied are you with your work as a driver or delivery person with app-based rideshare or food delivery companies?

- Very Satisfied: 25%
- Somewhat Satisfied: 55%
- Somewhat Dissatisfied: 16%
- Very Dissatisfied: 4%

80% Satisfied
Drivers and delivery people overwhelmingly agree with a series of statements about app-based rideshare and delivery services, including that protecting flexibility is important.

- It is important that any changes to app-based rideshare and delivery regulations protect the flexibility of drivers' schedules: 81% Strongly Agree, 16% Somewhat Agree, 97% Total Agree.
- The gig economy is good because it allows people who cannot work full-time, in traditional jobs, or have another limitation to still earn money: 75% Strongly Agree, 21% Somewhat Agree, 96% Total Agree.
- Rideshare driving or delivering is something I wouldn't be able to do anymore if it didn't offer a flexible schedule: 65% Strongly Agree, 28% Somewhat Agree, 92% Total Agree.
- The gig economy provides flexible earning opportunities for drivers that have historically faced barriers to entry into the traditional workforce: 51% Strongly Agree, 38% Somewhat Agree, 89% Total Agree.
# Importance of the Qualities of Driving/Delivering

All of the qualities of driving/delivering tested are important to a large majority, but flexibility and earnings are the most important aspects of driving and delivering.

<table>
<thead>
<tr>
<th>Quality</th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Not too Important</th>
<th>Not at all Important</th>
<th>Total Imp.</th>
<th>Total Not Imp.</th>
<th>Net Imp.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides flexibility in my schedule to earn money at any time, anywhere</td>
<td>85%</td>
<td></td>
<td>14%</td>
<td>14%</td>
<td>99%</td>
<td>1%</td>
<td>+98</td>
</tr>
<tr>
<td>Allows me to schedule my work hours around other responsibilities</td>
<td>84%</td>
<td></td>
<td>13%</td>
<td>3%</td>
<td>97%</td>
<td>3%</td>
<td>+95</td>
</tr>
<tr>
<td>Allows me to turn off work whenever I need to take care of family or other responsibilities</td>
<td>84%</td>
<td></td>
<td>14%</td>
<td>1%</td>
<td>99%</td>
<td>1%</td>
<td>+99</td>
</tr>
<tr>
<td>Allows me to earn extra money</td>
<td>84%</td>
<td></td>
<td>14%</td>
<td>2%</td>
<td>98%</td>
<td>2%</td>
<td>+96</td>
</tr>
<tr>
<td>Allows me to be my own boss</td>
<td>67%</td>
<td>24%</td>
<td>8%</td>
<td></td>
<td>92%</td>
<td>8%</td>
<td>+83</td>
</tr>
<tr>
<td>Allows me to get paid quickly</td>
<td>66%</td>
<td>25%</td>
<td>7%</td>
<td></td>
<td>91%</td>
<td>9%</td>
<td>+83</td>
</tr>
<tr>
<td>Allows me to start earning immediately without having to interview or waiting to be hired</td>
<td>64%</td>
<td>26%</td>
<td>8%</td>
<td></td>
<td>90%</td>
<td>10%</td>
<td>+80</td>
</tr>
<tr>
<td>Helps me maintain a steady income</td>
<td>62%</td>
<td>26%</td>
<td>10%</td>
<td></td>
<td>88%</td>
<td>12%</td>
<td>+76</td>
</tr>
<tr>
<td>Allows me to earn income while driving with multiple app-based network companies</td>
<td>47%</td>
<td>28%</td>
<td>16%</td>
<td>9%</td>
<td>75%</td>
<td>25%</td>
<td>+50</td>
</tr>
</tbody>
</table>

How important is each quality to you when you think about driving with app-based rideshare or delivery network companies?
In an open-ended question, the top two reasons people say they drive/deliver are for additional income (41%) and because the work is flexible (30%).

In a few words, please explain why you chose to drive or deliver in the first place.

- For additional income/need the extra money: 41%
- Flexibility/work on my own time: 30%
- To earn money/make a living: 16%
- Jobless/no other work: 7%
- Good/like the type of job: 5%
- Easy/convenient: 4%
Drivers and delivery people overwhelmingly support potential policy provisions including protecting their status as independent contractors, $1M in accident insurance, compensation for expenses, and a guaranteed minimum compensation of at least 120% of the state minimum wage.

- **Protect the legal right of drivers to continue to work as independent contractors, with the flexibility to control when, where and how long they work, and the ability to work with multiple companies at the same time**
  - Strongly Support: 78%
  - Somewhat Support: 18%
  - Somewhat Oppose: 3%
  - Strongly Oppose: 0%
  - Total Support: 95%
  - Total Oppose: 5%
  - Net Support: +91

- **Provide up to $1 million occupational accident insurance to cover injuries and illnesses that happen on the job**
  - Strongly Support: 60%
  - Somewhat Support: 28%
  - Somewhat Oppose: 7%
  - Strongly Oppose: 5%
  - Total Support: 88%
  - Total Oppose: 12%
  - Net Support: +77

- **Provide standardized compensation for drivers for expenses like car insurance, fuel, and vehicle wear and tear**
  - Strongly Support: 59%
  - Somewhat Support: 27%
  - Somewhat Oppose: 7%
  - Strongly Oppose: 6%
  - Total Support: 86%
  - Total Oppose: 14%
  - Net Support: +72

- **Require app-based rideshare/delivery network companies to provide drivers guaranteed minimum compensation equal to at least 120% of the state minimum wage before tips, with no limit on how much drivers can earn**
  - Strongly Support: 55%
  - Somewhat Support: 29%
  - Somewhat Oppose: 8%
  - Strongly Oppose: 8%
  - Total Support: 85%
  - Total Oppose: 15%
  - Net Support: +69

Next you will see a list of potential provisions that could be found in a statewide standard. Do you support or oppose....
Respondent Profile

Driving Frequency (Self Reported)

- Full-Time: 20%
- Part-Time: 37%
- Occasional: 39%
- PNR: 4%

Started Driving

- During COVID: 53%
- Before COVID: 42%
- Prefer not to Respond (PNR): 5%

Hours Driven per Week (Self Reported)

- More than 20: 31%
- 11 to 20: 30%
- 10 or less: 39%

Vote Registration

- Yes: 78%
- No: 17%
- PNR: 6%

Party Identification

- Democrat: 26%
- Republican: 21%
- Independent/Other/PNR: 31%
- Not Registered: 22%

Ideology

- Liberal (1-3): 27%
- Moderate (4/DK): 46%
- Conservative (5-7): 26%
Respondent Profile

**Gender**
- Female: 45%
- Male: 47%
- Nonbinary/Another gender identity/PNR: 8%

**Ethnicity**
- White or Caucasian: 56%
- Af Amer or Black: 11%
- Asian or Pacific Islander: 11%
- Biracial or Multiracial: 6%
- Other race or ethnicity: 5%
- PNR: 10%

**Age**
- 18-29: 35%
- 30-39: 20%
- 40-49: 22%
- 50-64: 18%
- 65+: 4%
- PNR: 2%

**Military Membership in HH**
- Yes: 16%
- No/PNR: 84%

**Education**
- College+: 34%
- Non-college: 66%

**Language of Survey**
- English: 96%
- Spanish: 2%
- Simplified Chinese: 2%
Survey conducted by EMC Research of drivers and delivery people in Washington State who have been active on at least one app-based rideshare and delivery network platform in the past 6 months.

Driver lists provided by Uber, Lyft, Instacart, and DoorDash were randomized.

Conducted online via email invitation with an incentive offered to respondents who qualify and complete the survey.


Total of 446 interviews; overall margin of error ±4.6 percentage points.

The survey was offered in English, Spanish, Simplified Chinese, Somali, and Amharic. The vast majority (96%) chose to take the survey in English.

The survey was introduced as “about local issues in Washington State” that would “guide important public policy decisions”; respondents did not know more about the topic from the invitation.

Respondents were informed that their answers would remain confidential.

Please note that due to rounding, some percentages may not add up to exactly 100%.