



Preliminary Recommendations

How to Address Problematic Labor, Safety, Health and Transportation Problems
Among Ride-Hail and Food Delivery Workers

Recommendations

1

**Improve Economic Security for
Ride-hail and Delivery Workers**

3

**Improve Safety & Health for
Ride-hail and Delivery Workers**

2

**Promote Accountability & Lawful
Operations Among Delivery and
Ride-hail companies**

4

Promote Public Health & Safety

Enforce City and State labor protections for ride-hail and delivery workers

- Ensure workers are compensated at SF's minimum wage
- Ensure health care ordinance contributions and paid sick leave
- Prioritize enforcement of Assembly Bill 5

As much as

20%



of workers might be earning nothing when all expenses are accounted for.

Require licenses for meal and food delivery workers

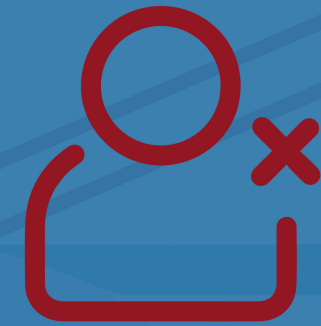
- Licenses could be capped in order to improve earnings
- Caps could also help reduce traffic and congestion

The license system should not place financial burdens on workers, or create extensive red tape, and should be developed in rigorous consultation with workers.



The City should explore creating a Ride-hail and Delivery Worker Resource Center

Center could educate workers on their rights and provide resources to resolve complaints with the on-demand companies



Ride-hail and delivery workers
often find themselves
fired or
"deactivated."



The City should create a task force to explore the viability of a City-Run worker-owned ride-hail and delivery cooperative

- Clear these services are valued by San Franciscans
- Companies argue they cannot afford to comply with Assembly Bill 5
- Company models are not sustainable

Improve access to company data

The City should pursue a multi-tiered, multi-agency strategy for securing validated, ongoing data needed for setting, implementing and enforcing policy



**Driver collected data
can be analyzed to
provide meaningful input
to policy makers.**

The City needs robust, continuous, verified data for design, implementation and enforcement

- Driver/delivery workers wages and hours.
- Driver/delivery worker eligibility for employment related benefits & protections .
- Driver/delivery worker contact and demographic information.
- On-Demand mobility or delivery worker platform contribution to regional and local vehicle miles traveled, traffic congestion or greenhouse gas emissions.
- Impact of delivery platforms on small businesses.



The City should compel agencies like SFPD to develop privacy-forward methods to collect and share information about collisions and injuries involving on-demand ride-hail and delivery workers

- Information would benefit public health
- Help the City achieve its Vision Zero goals of zero traffic deaths
- Data could be combined with labor data to demonstrate labor practices industry wide

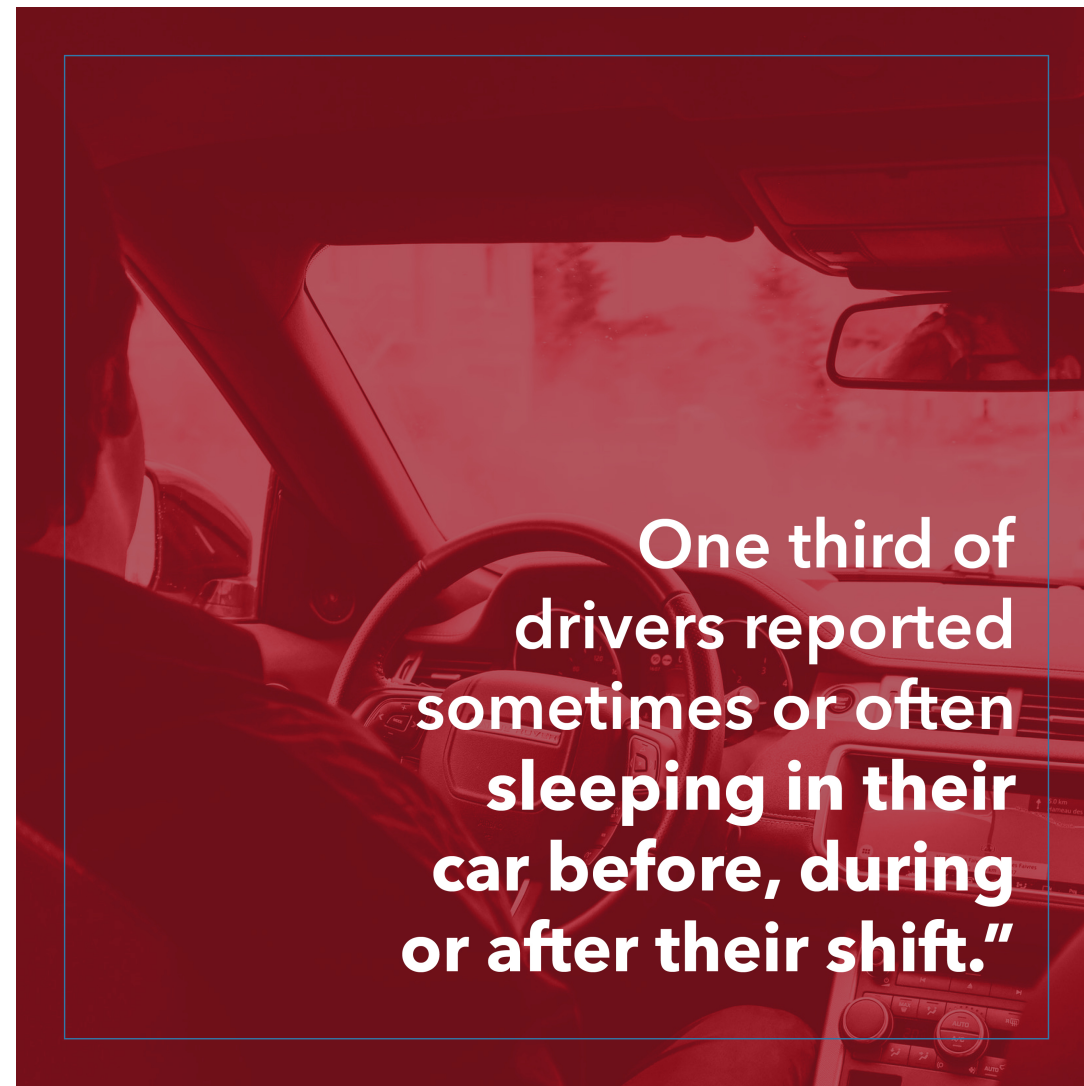
Document the fiscal and social impact of worker misclassification by ride-hail and delivery apps

Direct the Budget and Legislative Analyst to generate a report on the financial and social impacts of the on-demand industry's worker misclassification. The report would estimate:

- Costs to the City's public health infrastructure from non-payment of mandated employer contributions to health care and workers' compensation insurance.
- The tax liability arising from misclassification.
- The total amount of unpaid benefits that workers are entitled to under the retroactive enforcement of AB 5.
- The social impacts of this longstanding practice of non-payment of mandated worker benefits.

Provide free and accessible restrooms to workers

The Department of Public Workers should explore the creation of a public facility for app-based delivery and ride-hail workers that provides them with free restrooms. The facility should be parking-accessible.



Address safety hazards for bicycle delivery

- Rapid buildout of protected bikeways, especially on high-injury corridors and busy streets
- Dramatically expand loading zones on busy commercial corridors
- Expand and make permanent a Slow Streets network

70%



of those who deliver by bike
reported **feeling unsafe**
doing this work in San
Francisco.

Establish an e-bike rebate program

Program should be funded by companies in collaboration with bike manufacturers

25% of Uber and Lyft drivers would shift or maybe **shift to an e-bike** for delivery if they were offered an incentive

39% of delivery drivers said **yes they would switch to e-bike with an incentive**

31% said maybe



Amend the health code to require permits for third-party food delivery

The City should explore a process for the issuance of public health permits for companies whose workers handle food in the course of their work.



27%

of workers reported that they would **maybe or likely go to work if they woke up with a fever.**



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