BEACON
RESEARCH

To	Interested Parties
From	Beacon Research
Date	March 26, 2024
Subject	Key findings from statewide survey of app-based drivers

The following are key findings from a survey of 411 active Massachusetts app-based drivers conducted between February 27 and March 4, 2024 via text-to-web and email, in both English and Spanish.

KEY FINDINGS

- **More than eight-in-ten drivers (85%) believe passing a law to protect their status as independent contractors would be a change for the better.**
- **Drivers support a ballot question to remain independent and receive new benefits by a 75-point margin: 85% support while just 10% oppose.**
- **Having a flexible schedule is important to nearly all (97%) drivers.**

Massachusetts app-based drivers once again conveyed their clear preference to remain classified as independent contractors. Consistent with three years of statewide polling, drivers continue to say they want to maintain independent contractor status. More than eight-in-ten drivers (85%) believe passing a law to protect their status as independent contractors would be a change for the better.

Passing a law to protect drivers' status as independent contractors would be...

Better for drivers like me — 85%

Worse for drivers like me — 4%
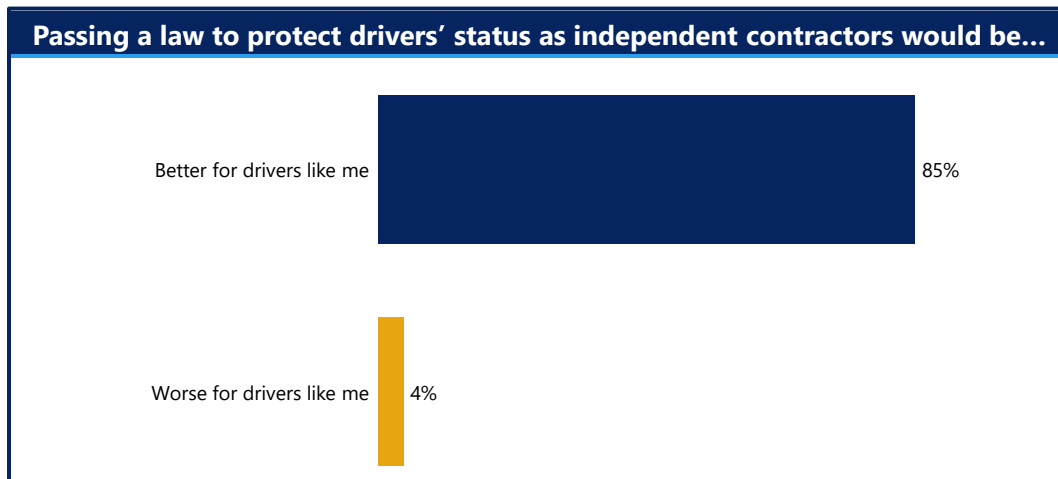
An even higher incidence of Hispanic drivers (88%), those whose only income source is app-based driving (88%), and caretakers (87%) think passing such a law would be a positive thing.

Just as many drivers (85%) indicate they support a ballot question that would allow them to remain independent contractors instead of company employees, establish minimum earnings guarantee of $18 per hour on accepted rides or deliveries, provide paid sick leave, health care stipends, discrimination protections, and guarantee deactivation appeals.

Those most supportive of this initiative include women (89%), those whose only income is app-based driving (88%), caretakers (88%), and drivers of color (86%).
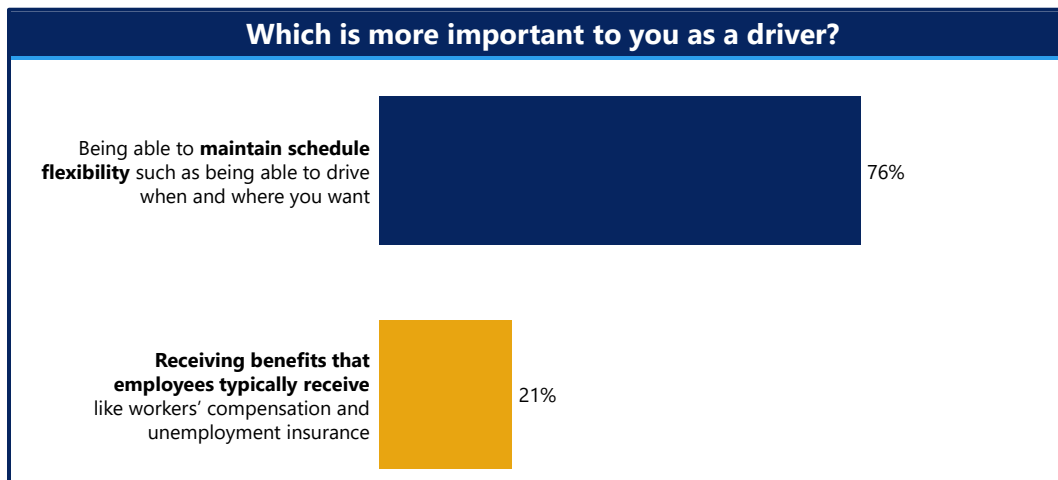
In addition to protecting their independent status, drivers convey that many of the aspects within the ballot measure would be a change for the better. Nearly nine-in-ten (89%) say a mandate for company-provided accident insurance would make driving better, while a similar share say the same for guaranteeing the opportunity to appeal deactivations (88%). Other changes for the better include the ballot measure's earnings guarantee (84%), paid sick time (81%), and health insurance stipends (79%).

WHAT IS MOST IMPORTANT TO DRIVERS?

Flexibility is of paramount importance to drivers; nearly all drivers (97%) indicate having a flexible schedule is important to them. Nearly as important is being able to turn down requests (96%), and the ability to earn on multiple apps (81%).

How important is each to you as a driver?

Important as a driver

Having a flexible schedule	97%
Being able to turn down requests	96%
Being able to earn on multiple apps	81%
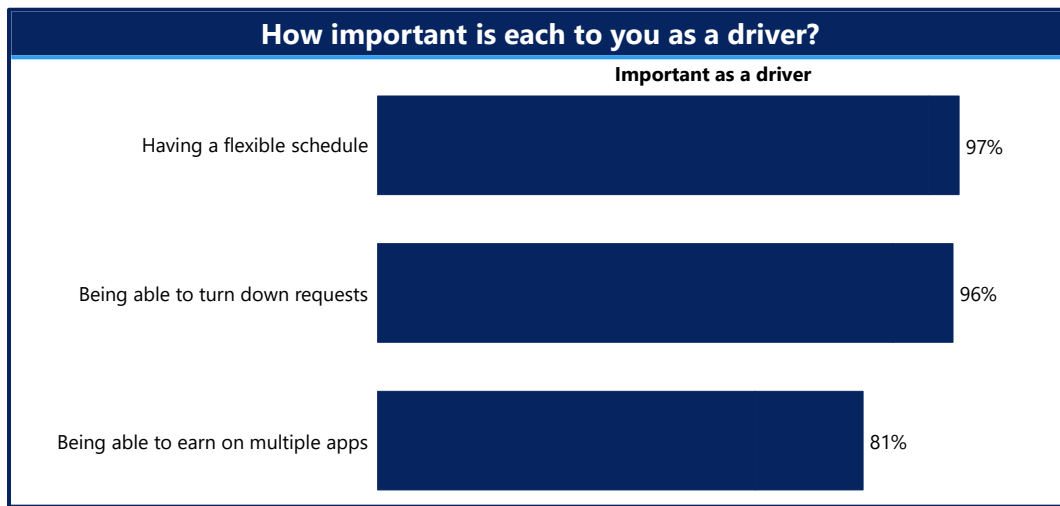
When asked about their preference, drivers underscore the importance of independence by prioritizing being able to maintain a flexible schedule (76%) over and against typical employee benefits like workers' compensation and unemployment insurance (21%).

Which is more important to you as a driver?

Being able to **maintain schedule flexibility** such as being able to drive when and where you want	76%
Receiving benefits that employees typically receive like workers' compensation and unemployment insurance	21%

Women are especially inclined to value flexibility (86%) over employee benefits. Additionally, nearly seven-in-ten (68%) drivers who say app-based work is their only source of income prioritize flexibility, as do 82% of drivers who have other income sources –the latter group comprises a majority (58%) of drivers in the state.

More than half of app-based drivers (51%) have significant caretaking responsibilities. Almost one-in-three (31%) provide regular childcare, 18% care for someone with frequent medical appointments, about one-in-six (15%) care for someone with disabilities, and 11% provide eldercare.

About the Survey

A total of 411 Massachusetts app-based drivers were interviewed online, February 27 through March 4, 2024, via text-to-web and email. The survey was offered in both English and Spanish. Participants were randomly contacted via text message and email from a list of active drivers provided by platform companies. Active drivers were defined as those who have completed more than one rideshare or delivery task within the past 90 days. No incentives for completing the survey were offered. The results are representative of Massachusetts app-based drivers statewide on the known and estimated characteristics of age, gender, and race.