

Uber Eats and DoorDash Engineered a \$550 Million Pay Cut. NYC Is Fighting Back.

New Worker Protections Will Raise Earnings and End Design Tricks That Drive Down Pay

Since the NYC Department of Consumer and Worker Protection (DCWP) began enforcing the Minimum Pay Rate on December 4, 2023, total pay to workers has increased by \$1.2 billion, and the industry has continued to grow.

However, Uber Eats and DoorDash engineered design tricks in their interfaces to make it harder for consumers to tip delivery workers. The results were stark. Tips fell by more than \$550 million, even as they held steady on rival platforms that kept their interfaces unchanged.

The coming year marks a turning point. A new law closes the loophole that let platforms drive down tips by design—requiring them to restore consumers’ options to leave tips. DCWP will enforce this law vigorously to ensure workers earn the pay they deserve.

- **Average pay increased from \$5.05 per hour to \$21.04 per hour**, an increase of \$15.99 (316%).
- **Total pay to workers has increased by \$1.2 billion** compared to what it was before DCWP began enforcing the Minimum Pay Rate.
- The total number of **deliveries increased from 2.6 million per week to 3.3 million per week**, an increase of 24%.

Uber Eats and DoorDash Have Made It Harder for NYC Consumers to Tip Delivery Workers

After DCWP began enforcing the Delivery Worker Minimum Pay Rate in December 2023, Uber Eats and DoorDash designed changes to their platforms that made it harder to leave tips for delivery workers. NYC consumers could only leave tips after checkout, and by initiating separate processes that were easy-to-miss and more difficult to navigate. These changes only applied to consumers in NYC.

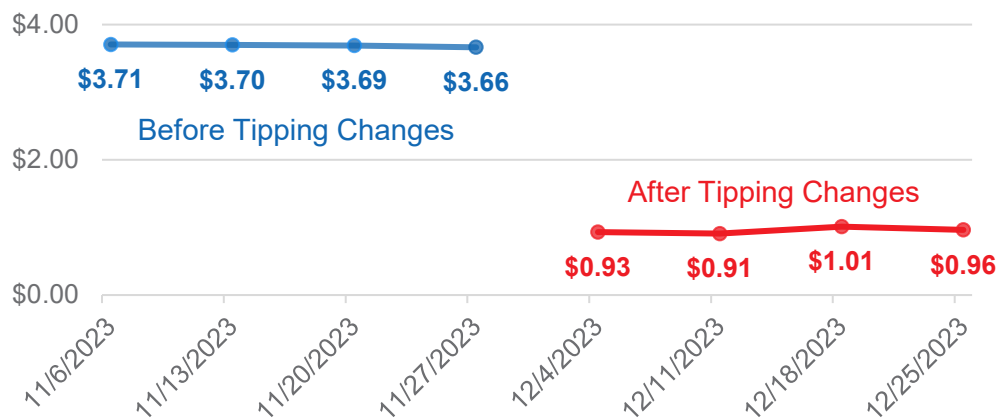
Prior to these changes, Uber Eats and DoorDash provided conspicuous and convenient options for NYC consumers to leave a tip as part of the order checkout process.

The Design Tricks Uber Eats and DoorDash Imposed on Tipping in NYC Have Cost Delivery Workers Hundreds of Millions of Dollars

Tipping on the Uber Eats and DoorDash platforms decreased immediately after these design tricks and has declined further since then.

- The **average tip at Uber Eats and DoorDash decreased from \$3.66 per delivery to \$0.93 per delivery** in one week, a decrease of \$2.73 (75%) per delivery.

Tips per Delivery at Uber Eats and DoorDash Before and After Tipping Interface Changes



Source: Uber Eats and DoorDash data, DCWP Analysis.

- The **average tip at Uber Eats and DoorDash is currently \$0.76 per delivery.**
- In contrast, **the average tip is \$2.17 per delivery on Restaurant Delivery Apps that offer a tipping option at checkout.** The results are clear. When New Yorkers are given the option to tip delivery workers, they do.
- The design tricks have resulted in a **\$554 million decrease in Uber Eats and DoorDash workers' tip earnings** since they were implemented. The current loss to workers is approximately \$5,800 per year.

NYC's New Laws to Protect Tipping on Restaurant and Grocery Apps

New amendments to the Delivery Worker Laws require Restaurant Delivery Apps, including Uber Eats and DoorDash, to provide NYC consumers with user-friendly options to tip, rather than letting them engineer design tricks to harm delivery workers by depressing workers' pay.

- These amendments require apps to give NYC consumers an option to tip their delivery worker during checkout, including a 10% tip option that is selectable in the user interface and an option to write in a custom tip amount.
- The new requirements also apply to grocery delivery apps like Instacart.

- The new requirements take effect January 26, 2026.
- If the apps apply the same tipping options they use elsewhere to NYC, this **will increase delivery worker earnings by \$390 million per year**.

***Note:** Uber Eats and DoorDash have sued the City of New York to stop these amendments from going into effect. At the time of publication, the court has not yet ruled on this request. NYC plans to begin enforcing the amendments on their scheduled effective date of January 26, 2026. Consumers or workers who observe a violation of these requirements after this date should file a complaint at nyc.gov/workers.*

About the Data

Restaurant Delivery Apps are required to submit data to DCWP every month. DCWP analyzes the data to monitor compliance with the Minimum Pay Rate and evaluate trends. All statistics cited in this report are based on data from July 2023 (the start of the last quarter before DCWP began enforcing the Minimum Pay Rate) through June 2025 (the latest data available for analysis at the time of publication).

About the Department of Consumer and Worker Protection (DCWP)

DCWP fights for economic justice to make New York City a fairer, more affordable place to live.

DCWP is the nation's leading municipal enforcement agency charged with delivering New Yorkers economic justice and an affordable city. DCWP leverages our authority to deliver real economic relief to New Yorkers and protect them from predatory, deceptive, and unfair practices that violate their consumer and worker rights. This includes pioneering cutting-edge protections, such as the City's Consumer Protection Law, Protected Time Off Law, Fair Workweek Law, and Delivery Worker Laws, including the Minimum Pay Rate for delivery workers. While licensing more than 45,000 businesses in over 45 industries, we also ensure fair competition and a level playing field for responsible small businesses that are integral to New York City's vibrant communities. DCWP also provides essential services, such as free tax preparation and financial counseling to ensure New Yorkers keep more of what they earn and can plan for their future. Across our mission, DCWP is committed to strengthening our communities and making New York City a fairer, more affordable place to live.